hillcrest gillitts kloof conceptual land use management plan

JULY 2010 (rev 1)
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**abbreviations and acronyms**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>HGK LUMP or &quot;the project&quot;</td>
<td>means the Hillcrest Gillitts Kloof Conceptual Land Use Management Plan</td>
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<tr>
<td>&quot;the Corridor&quot;</td>
<td>means the Hillcrest Gillitts Kloof (Old Main Road) activity corridor</td>
</tr>
<tr>
<td>OWSDP</td>
<td>means the Outer West Spatial Development Plan</td>
</tr>
<tr>
<td>Council</td>
<td>means the eThekwini municipality</td>
</tr>
<tr>
<td>COWTPS</td>
<td>means the Consolidated Outer West Town Planning Scheme</td>
</tr>
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<td>IDP</td>
<td>means the eThekwini municipality’s Integrated Development Plan</td>
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<tr>
<td>COWTPS</td>
<td>means the Consolidate Outer West Town Planning Scheme</td>
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<tr>
<td>ETA</td>
<td>means the eThekwini Transport Authority</td>
</tr>
<tr>
<td>KZN</td>
<td>mean the province of Kwa-Zulu Natal</td>
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<tr>
<td>MWW</td>
<td>means the Metro Waste Water Department of the eThekwini municipality</td>
</tr>
<tr>
<td>OMR</td>
<td>means Old Main Road</td>
</tr>
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<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<td>SDF</td>
<td>means the eThekwini municipality’s Spatial Development Framework</td>
</tr>
<tr>
<td>SDP</td>
<td>means the eThekwini municipality’s Spatial Development Plan(s)</td>
</tr>
<tr>
<td>OWSDP</td>
<td>means the Outer West Spatial Development Plan</td>
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1. Introduction

Located within the Outer West Region of eThekwini Municipality, the three commercial and service nodes of Kloof, Gillitts and Hillcrest and their connecting road, Old Main Road, have evolved in response to the economic, residential and recreational pressures. Hillcrest node is significant in scale and intensity within the metropolitan context, whilst Kloof and Gillitts play a role at the regional scale.

Development within the Outer West Area has continued largely unabated, and the Hillcrest/Gillitts Activity Corridor Local Development Plan (HGAC LDP) (dated December 2000 and adopted by Council in 2001) has come under increasing pressure to be reviewed and updated in terms of land uses and the accompanying required infrastructure.

The need to provide a balance of land uses such as residential, office, commercial, educational, and recreational remains integral to the sustainability of the Outer West Area, and the corridor plan needs to be re-examined in the light of these development pressures and the necessary amendments made to ensure that the plan remains relevant and proactive in the face of continuing development pressures.

Consequently, the eThekwini municipality appointed TC Chetty & Associates and Sarah Braude & Associates to review the Hillcrest/ Gillitts Activity Corridor Local Development Plan (HGAC LDP) and to prepare a Conceptual Land Use Management Plan for the Hillcrest Gillitts Kloof Activity Corridor so as to create an effective land use management tool to guide future development in the activity corridor in the next five years.

The preparation of a Precinct Plan(s) would follow the adoption of the Conceptual Land Use Management Plan for priority areas/nodes indentified for more detailed planning.
2. **Regional Context**

The eThekwini metropolitan area is divided into four functional areas defined by geophysical features (namely the Umgeni and Umlazi rivers and the Kloof Ridge) and the associated settlement patterns and the physical linkages defined by these features. These linkages are the bridges across the Umgeni and Umlazi Rivers and a limited access corridor through the Kloof Ridge. The four functional regions are known as the North, Central, South and Outer West. Approximately 3.5 million people reside within the metropolitan area (source Statistics South Africa Community Survey 2007).

Hillcrest, Gillitts and Kloof are located within the Outer West region of the eThekwini municipality (see Figure 1 below). Approximately 16.5% of the metropolitan population resides within the Outer West region. Major regional linkages include the M13 and national route (N2) and Old Main Road which service as sub-regional connection. Figure 2 shows the Hillcrest, Gillitts and Kloof areas in relation to these linkages.

![Figure 1: eThekwini Functional Districts](Source: Outer West Spatial Development Plan)
Figure 2: Hillcrest, Gillitts, Kloof Activity Corridor - Locality Plan
3. project boundary

The project boundary extends broadly from the top of Botha’s Hill in the north-west along Old Main Road to Fields Hill in the east. The delineation of the project boundary largely follows the railway line to the north of Old Main Road. Whilst to the south the project boundary includes those properties fronting onto Old Main Road and/or having a strong relationship with this system, such as around Hildene Road, Hillcrest. Areas requiring review as well as properties along the Old Main Road corridor where there have been development applications or pressures for rezoning, especially for office purposes, have also been included (for example, Hamilton Crescent area, and Emberton).

The project boundary for the HGK LUMP is narrower in Hillcrest and Gillitts as compared to the HGAC LDP project boundary. This is largely as a result of the focus of the HGK LUMP project being on development pressures along Old Main Road, or “the Corridor”.

Figures 3 and 4 below provide a comparison between the project boundary for the HGK LUMP and the HGAC LDP (2000).
Figure 4: Comparison of HGAC LDP project boundary and HGK LUMP boundary
3. **Project Objectives**

The project objectives are:

- To analyse and finalise the new extended project boundary to include certain parts of Kloof, north of the railway and to the top of Fields Hill.

- To review the existing Hillcrest/Gillitts Activity Corridor Local Development Plan (HGAC LDP) in terms of updating the current land use zones to reflect the approved status quo as well as reflecting current pending amendment scheme applications, pressure areas, contraventions and or deviations from the scheme.

- The above situational analysis includes an updated land use survey, demographic survey and market survey/property trends analysis in order to assess current trends and development pressures. Information in this regard will also be drawn from the revised draft Outer West Spatial Development Plan, and other sources of available, reliable information.

- The market survey should also be able to establish the demand for and the need to provide a balance of land uses such as residential (including provision for gap and low income residential opportunities), office, commercial, educational, and recreational.

- The HGAC LDP plan needs to be re-examined in the light of these development pressures and the necessary amendments made to ensure that the plan remains relevant and proactive in the face of continuing development pressures.

- To establish, together with the relevant Municipal Departments, the capacity of the bulk infrastructure available in the study area, especially in terms of roads and waste water disposal, and to determine (in consultation with MWW) appropriate solutions to addressing the capacity constraints where necessary. To also establish (in consultation with ETA) the infrastructure responses required for Public Transport facilities and services to mitigate against proposals.

- To interrogate the access, vehicular and pedestrian movement and parking within “The Corridor”.

- In terms of the finalized study area, areas experiencing pressure for change to be highlighted, especially if the change represents a significant departure from the original HGAC-LDP recommendations.
• To examine the existing land use controls pertaining to HGAC-LDP with a view to amending certain bulk controls or retaining them, depending on their relevance and introducing additional controls where necessary.

• To translate the expanded development scheme within the corridor into a Conceptual Land Use Management Plan.

• To assist the Council in stakeholder engagement and the Public Consultation Process, during future phases of this project, should this be required.
4. project methodology

This section describes the project methodology to provide for the scope of works. During the project, public engagement was brought earlier into the project process so as to more fully test draft recommendations. Figure 5 below provides an illustrative representation of the project methodology which is more fully described thereafter.

**Figure 5: Project Methodology**

- **Status Quo Analysis**
  - HGAC LDP review
  - Demographic Assessment
  - Trends Analysis
  - Rezoning Register
  - Land Use Survey
  - Stock Assessment
  - Infrastructure overview

- **Connecting the Dots**
  - Trends
  - Land Use Assessment
  - LDP Performance

- **Conceptual Land Use Management Plan**
  - Conceptual Approach
  - Scenarios towards developing a Conceptual Land Use Management Plan and decision-making toolbox
  - Circulation to Line Departments
  - Stakeholder Engagement

- **Finalisation of Conceptual Land Use Management Plan and decision-making toolbox**
  - Recommendations for Implementation
Status Quo Analysis

The Status Quo Analysis includes an assessment of the following information and data up to October 2009. Where appropriate this information was sourced in a format compatible with the Geographic Information System (GIS) so as to prepare the Conceptual Land Use Management Plan:

- Policy and Legislative Context: A strategic review of the current IDP, SDF and draft Outer West Spatial Development Plan, sector reports and previous relevant studies.
- Demographic Assessment: A review and assessment of demographic information as of 2009 so as to consider changes and trends within the project area since the adoption of the HGAC LDP in 2000.
- Stock Assessment: An assessment of the extent of development/building stock as of October 2009 within the project boundary so as to determine trends since the adoption of the HGAC LDP in 2000. The data source was from the eThekwini municipality’s Valuation Roll.
- Statutory Register Review: An assessment of the eThekwini municipality’s rezoning register between 2000 and October 2009 so as to determine development trends and pressures since the preparation and adoption of the HGAC LDP.

- A land use survey which comprised both a walk through and a windscreen survey. A survey template was prepared to support the following methodology:
  - Briefing and Pilot survey - so as to ensure data collection is in order and to address any questions/issues
  - Full survey
  - Data capture
  - Information verification/gaps identification

The land use survey data was captured into the GIS for assessment purposes.

- A local analysis of the business / commercial environment within the project boundary in order to gain an understanding of the current situation as well as insight into the commercial/business space required; identification of the economic role of the project area within local, regional and metropolitan context, including determination of the roles of the sub-nodes within the project area; an analysis of property trends (commercial, industrial and residential, gap housing) within the project area to identify pressure areas, demands, areas in transition, challenges and opportunities.

This was done by means of:
Desktop and internet research and analysis.

Interviewing, consulting with and informing a number of stakeholders and potential partners, both within and outside of the eThekwini municipality.

The Status Quo Analysis culminated in assimilating all information so as to test the performance of the HGAC LDP as well as assess the balance of the project boundary and thereby inform the preparation of the Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan.

Draft Hillcrest Gillitts Kloof Activity Corridor Conceptual Land Use Management Plan

- To develop scenarios for consideration in preparing the Conceptual Land Use Management Plan.
- To develop a possible toolbox for decision-making.
- The development of a Conceptual Land Use Management Plan for the project area known as the Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan.

Circulation to line departments & revision of the Conceptual Land Use Plan

- The Plan was circulated to all relevant internal stakeholders (sector departments) identified by the client and individual engagements took place with specific sector departments where relevant.

Stakeholder engagement and Public Process

The Stakeholder Engagement and Public Process phase was incorporated into the scope of works for the project. The Status Quo Analysis, Conceptual Approach and scenarios towards developing the Conceptual Land Use Management Plan and decision-making toolbox was presented to stakeholders within the project area. All interested and affected parties were by public advertisement invited to attend presentation sessions and to provide comments on the draft Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan. The comments received as contained as a separate document referenced as Annexure 1.

Finalisation of the Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan

This phase incorporates comments received and the finalisation of the Hillcrest Gillitts Kloof Conceptual Land Use Management Plan and Recommendations for Implementation.
5. **status quo analysis**

This section of the report describes the various aspects of the Status Quo Analysis that have been undertaken so as to inform the preparation of the Conceptual Land Use Management Plan. In most instances this was a desktop review, however there has been extensive field work as well as interviews to support and inform desktop assessments.

5.1 **policy and legislative context**

The policy and legislative context situates the HGK LUMP within the suite of policies and strategies that guide and manage development within the eThekwini municipal area and provide the integration and key informants for detailed planning such as the preparation of the Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan.

Figure 6 illustrates the hierarchy of plans forming the integrated planning system and where relevant key aspects of these are described below. Notwithstanding this integrated planning system, there are frameworks, plans and policies which remain in place to inform decision-making and are reviewed as the sequencing of spatial planning unfolds.

Therefore for example, the HGAC LDP was prepared in advance of the Outer West SDP, but has continued to be used as a decision-making tool despite the review of the SDP in 2009. Therefore the HGK LUMP aims to align with the revised Outer West SDP and if required will substitute the HGAC LDP.

**Figure 6: Hierarchy of Plans**
(Source: Outer West Spatial Development Plan)

5.1.1. **Integrated Development Plan 2010 (IDP)**

The eThekwini municipality’s IDP is the business plan which guides development and growth for the five year periods so as to contribute to achieving the vision that by 2020 the “eThekwini municipality will be Africa’s most caring and liveable city.”
The strategies to deliver the IDP vision are:

- equity
- efficiency
- sustainability

5.1.2. Spatial Development Framework (SDF)

The SDF supports and translates the IDP strategies of equity, efficiency and sustainability into a spatial framework thereby providing the mechanism to connect actions, resources and expenditure across the metropolitan area “to unlock sustainable growth, whilst ensuring that inequitable, inefficient and unsustainable consequences of past development patterns are addressed over a period of time.” (Source: Outer West SDP). The SDF is the “point of integration of strategic municipal spatial strategies in the arena of economics, transport, environment and society.” (SDF).

The SDF is the primary Land Use Management (LUMS) tool of the municipality and informs more detailed plans such as the Spatial Development Plans, local area plans and precincts plans.

The three strategies may be summarised as follows:

**Equity** - Promote an equitable city by:

- reducing infrastructure and service disparities;
- redressing imbalances in the location of employment opportunities;
- providing adequate, accessible and affordable housing opportunities;
- promoting integration by linking and reducing distances between people, places and activities;
- making the city work better for the disadvantaged (the poor, the disabled and women).

**Efficiency** Promote an efficient city by:

- promoting more compact development by encouraging higher densities where appropriate;
- reducing the separation between places where people live and work;
- optimising development in areas of greatest opportunity;
- encouraging effective use of infrastructure and facilities;
- promoting cost effective movement systems;
- promoting accessibility through improving relationships between people, places and activities;
- promoting a well-managed spatial form.

**Sustainability** Promote a sustainable city by:

- promoting optimal use of remaining land opportunities
- promoting the inherent value of the natural and built environment and introducing environmentally sensitive management of development
- alleviating environmental health hazards
- promoting total living environments
- retaining and enhancing positive qualities and productive assets of the DMA.
5.1.3. Spatial Development Plan (SDP)

In order for the SDF to become achievable and successful and in order for the city to be spatially restructured the SDF has been translated into more geographically specific physical development and land use management guidelines through the preparation of Spatial Development Plans (SDP’s).

The SDP’s provide guidance for each of the four functional districts and guide the nature and intensity of development in a manner which is sustainable in terms of the capacity of land and natural systems. The SDP’s are river catchment-based entrenching the sustainability ethic.

The SDP’s as an extension of the SDF form part of the eThekwini municipality’s Land Use Management System and provide certainty and a focus required to inform decision making of the Council and stakeholders which is in the public interest.

Outer West Spatial Development Plan

The Outer West SDP was originally prepared in 2004 and has since been reviewed. During the status quo analysis the draft Outer West SDP (2009) was reviewed. The key aspects of the SDP which inform the HGK LUMP are:

- The spatial structuring elements which direct development investment and guide development actions
- Key supply and demand drivers
- The development priorities for the Outer West region.
- The structuring elements of nodes and corridors which fulfill a role in terms of the Sub-Metropolitan, Town Centre, District, Neighbourhood, Rural Service Centre and Specialised scales. For example, Hillcrest performs a role at the Town Centre scale, whilst Kloof performs at the District scale.
- Six functional districts or local planning areas are described in the SDP. Local Area Plans (LAP’s) are required to cover the entire SDP area (see Figure 7). The SDP describes the role, key characteristics, spatial development concepts and key actions required for each of the functional districts.
5.1.4. Local Area Plans

The HGKPPLUMP project boundary falls within the Western Suburbs planning area. Local Area Plans for these planning areas are in various stages of preparation.

The role of the Western Suburbs planning area is described in the SDP and provides an important informant for the preparation of the HGK Conceptual Land Use Management Plan:

- “Sub-urban Low to medium density residential infill and expansion
- International and domestic cultural and environmental tourism destination
- Environmental asset protection and consolidation
- Local commercial and office consolidation and expansion.”

5.1.5. Land Use Schemes:

Land Use Schemes are an important tool in the integrated spatial planning system providing the level of zoning and built form controls required for implementation of the SDP and Local Areas Plans.

The eThekwini municipality is in the process of preparing a single, integrated zoning scheme for the municipal area which will substitute the ‘old’ town planning schemes. This will achieve alignment and integration, address conflicting controls and the arising confusion, and in particular “ensure that the historically under-invested areas, previously not covered by such planning controls, now have the potential to be brought into the system” (Outer West SDP, 2009).
The review of the HGAC LDP forms part of this process and will inform the new land use management system for the project area.

**Consolidated Outer West Town Planning Scheme (COWTPS):**

The Consolidated Outer West Town Planning Scheme (COWTPS) was adopted by Council as the operative Town Planning Scheme thereby consolidating, rationalizing and substituting the Botha’s Hill, Hillcrest, Gillitts and Kloof town planning schemes operative within the Outer West region.

However, in terms of the properties comprising the HGAC LDP project area the provisions of COWTPS did not apply as the rezoning of properties in terms of the land use management style controls were dependent on the property owners taking up the rights proposed in the HGAC LDP policy. This has meant that for those properties within the HGAC LDP project area that have not been rezoned, the original zone controls contained in the Botha’s Hill, Hillcrest and Gillitts Town Planning Schemes continue to be applied.

The rationale for deferring the rezoning of properties within the HGAC LDP project area was to ensure that as a result of enhanced development rights that the resultant increased rates would not be conferred to properties where the owners had not desire or intention to develop their properties in terms of the HGAC LDP. This enhanced value and the knock-on rates implications would therefore only come into effect upon the rezoning of a property with the intent of (re)developing same.
5.1.6. Hillcrest Gillitts Activity Corridor – Local Development Plan (HGAC LDP)

The Hillcrest Gillitts Activity Corridor Local Development Plan was prepared in 2000 and was approved by Council in 2001 as the policy for guiding and managing decision making within the HGAC.

The HGAC LDP provided a conceptual approach and Land Use Conceptual Framework to development within the HGAC:

“repair”: environmental quality especially around nodes that have been compromised and therefore need to be repaired and restored;

“restructure”: supplements “repair” with steps to restructure activity, without placing pressure on infrastructure, but prepares the area for the management of future growth and change;

“protect” precincts or neighbourhoods which have their environmental quality intact.

Figure 8: Conceptual Approach to Development of the HGAC

Further HGAC LDP provided land use and zoning controls for the HGAC which included:

- Urban Form guidelines for the Hillcrest village centre, the Heritage node and service precinct, M13 node, Botha’s Hill node and Gillitts.

Figure 9: HGAC LDP: Land Use Conceptual Framework

The HGAC LDP translated the Conceptual Framework by settling out the issues, objectives and policy for:

- Tourism
- Environmental
- Traffic and Transportation
The land use management system templates supporting the proposed zonings (see Figure 10 below).

Table 1 below is an extract from the HGAC LDP and provides an overview of the extent of each proposed zone.

<table>
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<th>ZONING CATEGORY</th>
<th>AREA (HA)</th>
<th>AREA (%)</th>
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<tbody>
<tr>
<td>Low Impact Residential (5 u/ha)</td>
<td>137.3</td>
<td>25.2</td>
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<tr>
<td>Low Impact Residential (10 u/ha)</td>
<td>172.5</td>
<td>31.7</td>
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<tr>
<td>Multi Use and Retail/Office (District One)</td>
<td>14.3</td>
<td>2.6</td>
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<tr>
<td>Multi Use and Retail/Office (District Two)</td>
<td>3.9</td>
<td>0.7</td>
</tr>
<tr>
<td>Suburban Office</td>
<td>14.7</td>
<td>2.7</td>
</tr>
<tr>
<td>Low Impact Mixed Use (District One)</td>
<td>4.2</td>
<td>0.8</td>
</tr>
<tr>
<td>Low Impact Mixed Use (District Two)</td>
<td>6.3</td>
<td>1.2</td>
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<tr>
<td>Low Impact Mixed Use (District Three)</td>
<td>8.0</td>
<td>1.5</td>
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<tr>
<td>Low Impact Industry</td>
<td>1.6</td>
<td>0.3</td>
</tr>
<tr>
<td>Low Impact Industry (Petrol Service Station)</td>
<td>1.9</td>
<td>0.3</td>
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<td>Health and Social</td>
<td>15.5</td>
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<td>Education</td>
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<td>Transportation and Access (Rail and Rank)</td>
<td>26.5</td>
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<td>Transportation and Access (Roads)</td>
<td>91.6</td>
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<tr>
<td>Utilities and Services</td>
<td>2.1</td>
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<td>Utilities and Services (Reservoir Park)</td>
<td>1.5</td>
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<tr>
<td>Active Open Space</td>
<td>6.1</td>
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<tr>
<td>Passive Open Space</td>
<td>1.7</td>
<td>0.3</td>
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<tr>
<td><strong>TOTAL (EXTENT OF THE STUDY AREA)</strong></td>
<td><strong>543.4</strong></td>
<td><strong>100</strong></td>
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Table 2 is an extract from the HGAC LDP and provides the proposed Floor Area Ratio for each zone category and the resultant Potential Floor Area:

<table>
<thead>
<tr>
<th>ZONE</th>
<th>AREA (HA)</th>
<th>FAR</th>
<th>POTENTIAL FLOOR AREA (HA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential 1</td>
<td>137.3</td>
<td>0.3</td>
<td>41.2</td>
</tr>
<tr>
<td>Residential 2</td>
<td>172.3</td>
<td>0.35</td>
<td>60.3</td>
</tr>
<tr>
<td><strong>SUB-TOTAL</strong></td>
<td><strong>309.6</strong></td>
<td><strong>0.65</strong></td>
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<td>Multi Use and Retail/Office 1</td>
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<td>1</td>
<td>14.3</td>
</tr>
<tr>
<td>Multi Use and Retail/Office 2</td>
<td>3.9</td>
<td>0.5</td>
<td>2.0</td>
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<td><strong>1.5</strong></td>
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<tr>
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<tr>
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<tr>
<td>Public Buildings and Institutions</td>
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<tr>
<td><strong>SUB-TOTAL</strong></td>
<td><strong>12</strong></td>
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<td><strong>TOTAL</strong></td>
<td><strong>413.7</strong></td>
<td><strong>6</strong></td>
<td><strong>149.6</strong></td>
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</table>

Note 1: The Table 2 extract was headed “Existing and Potential Floor Area” in the adopted HGAC LDP. However after the review of the HGAC LDP it was determined that this table reflected Potential Floor Area and does not include the “Existing Floor Area” information.

An Implementation Strategy was also provided which included an Urban Improvement Programme, Open Space Programme, Urban Infrastructure Improvement Programme, Communication and Marketing Programme.

It was intended that the adoption HGAC LDP would result in the proposed zones and their guidelines being be introduced. However, the private sector has largely been responsible for taking up opportunities offered in the HGAC LDP through the rezoning of properties.

The review of the HGAC LDP has been structured around testing the appropriateness of the HGAC LDP in the context of the Outer West SDP (2009) and in terms of the practical implementation of the HGAC LDP through for example, rezoning decisions, the land use survey, market realities. These assessments are provided in Status Quo Analysis section of this document.
5.2 Demographic Assessment

The demographic information contained hereunder is based on the most recently available information from Statistics South Africa and the eThekwini Municipality’s own demographic information. The demographic assessment provides insight in demographic changes and trends since the adoption of the HGAC LDP. This becomes essential to adequately responding to development pressures and guiding decision-making going forward.

Kloof

46 percent (%) of the population of Kloof are male and 54% female. With respect to age demographics: 43% of Kloof residents fall into the 35 – 64 age category, with the second highest being 26% in the 15 – 34 age, this is then followed by 20% of individuals in the 0 – 14 age category and the remaining 11% of people fall into the 65 and above age category. While 20% of these individuals between 15 and 65 years are not economically active, 44% are currently employed and 5% are unemployed. The literacy rate, considering individuals who have a grade 7 or above, is currently at 75%. The average dependency ratio is 2.

Approximately 48% of households earn a per annum income of R76,801 – R614,400, followed by 28% of households which earn R9,601 – R76,800, 15% of households earn less than R9,600, and 7% earn R614,401 and higher.

With respect to basic household service delivery: 91% of households have electricity, 98% have refuse disposal and 91% have water delivered to the dwelling or yard. 4% of households have access to water piped to within 200 metres (m), while 5% have access to water piped at a greater distance than 200m.

Of the total households in the Kloof area 84% are formal, 11% are informal, 1% are recorded as traditional and 4% are listed as ‘other’.

Community facilities in the area are comprised of 1 library, 1 fixed clinic, 1 police station, 1 community hall and 6 schools

Gillitts

Within Gillitts 46% of the population are males and 54% females. 44% of these individuals fall within the 35 – 64 age category, followed by 24% of individuals within the 15 – 34 age category. 21% of individuals are between 0 and 14 years of age and 11% are older than 65 years. Within individuals aged 15 – 65 years, 22% are not economically active, whereas 45% are employed and 2% are unemployed. The literacy rate,
considering individuals who have a grade 7 or above, is currently at 77%. The average dependency ratio is 2.

With respect to household income: 55% of households earn between R76,801 and R614,400, followed by 27% of households that earn R9,601 – R76,800 per annum. 12% of households earn less than R9,600 per annum and 5% of households earn more than R614,401 per annum.

The breakdown of basic household service delivery is as follows: Electricity is delivered to 96% of households, and 96% of households are also provided with refuse disposal. 94% of households have access to water in the yard or dwelling. Whereas 4% of households have access to water piped at a distance of greater than 200m and 1% have piped water access within 200m of the household.

92% of the households in the Gillitts area are considered formal, 1% are informal, 1% are traditional and 5% are listed as ‘other’.

The Gillitts community facilities are comprised of 1 mobile clinic, 1 fire station, 1 Metro Police Station and 3 schools.

Hillcrest
The Hillcrest population is comprised of 54% females and 46% males. The majority of these people are aged between 35 and 64 (42%), followed by 24% of individuals falling within the 15 – 34 age category. The 0 – 14 and over 65 age categories both encompass a further 17% of the population each. Of the population portion considered for employment status (15 – 65 years), 43% were employed, 2% were unemployed and 22% were not economically active. The literacy rate (based on obtaining grade 7 and above) is 78%. The dependency ratio is 2.

The majority of households within the Hillcrest area earn between R76,801 and R614,400 per annum (50%). A further 32% of households earn between R9,601 and R76,800 per annum, whereas 13% earn less than R9,600 and 4% earn more than R614,401 per annum.

Consideration of the delivery of basic household services indicates that 96% of households have electricity supply and a supply of water piped directly to the dwelling or yard. Approximately 99% of households also have refuse disposal. 3% of households have access to water piped beyond 200m of their household and 1% have access to piped water within 200m of the household.

Of the households in the Hillcrest area 97% are formal, whereas informal, traditional and ‘other’ encompass 1% each.
Within the Hillcrest community is 1 library, 1 police station, 1 hospital and 5 schools.

**Summary of Combined Areas**
The average trend in age distribution tends to have the highest percentage of people within the 35 – 64 years category (43%), followed by individuals within the 15 – 34 years age category (25%). The 0 – 14 years category comprises 20% of the total populations within the area, with the >65 years category being comprised of the remaining 12% of individuals within the broader Hillcrest/Gillitts/Kloof area.

Within the age bracket of individuals considered for employment status (15 – 65 years) 44% of individuals living in the area are currently employed. The literacy rate in the area is 76% and the dependency ratio is currently at 2.

The income bracket representing the per annum income for the most households in the area is the R76801 – R614400 bracket (51%). This is followed by the second highest number of households falling within the R9601 – 76800 grouping, namely 29%. Only 6% of all households in the area earn more than R614401 per annum.

The area is relatively well provided with community facilities with 2 libraries, 3 police stations, a hospital, a fire station, 2 clinics (1 fixed and 1 mobile) and 2 community halls. While there are also 14 schools listed in the area, this is fairly limited given the population numbers in the area, particularly given that 20% of the population is in the 0 – 14 year age category.

With respect to basic service delivery to households, 94% of all households in the area have electricity. 98% of all households have refuse disposal and 93% of all households have water piped either directly into the dwelling or yard. Within the area 4% of people only have access to water piped further than 200m of their household and 4% of households have access to water piped to within 200m of their household.

Within the Hillcrest/Gillitts/Kloof area, residential units are comprised of 90% formal housing, 5% informal housing and 5% traditional /‘other’.

**Conclusion**
In conclusion, the following points from the demographic data are very evident for the area as a whole and are key indicators for planning in the area going forward:

- The area comprises a fairly wealthy population – 57% earn more than R76,801 p.a. while only 14% earn less than R9,600 p.a.
• The existing community is fairly well provided with services – most, if not all, have access to electricity, water and refuse disposal.

• There is a definite trend towards younger population, particularly young professional couples and families with children (45% of the population are younger than 35 years old). Only 12% of the population are now over 65 years of age.

• The age demographic does have significant potential impacts on requirements for schools, entertainment and recreation. A younger and more mobile population results in increased requirements for such facilities.
5.3. market trends

This trend analysis comprises a number of information sources including documentary research, internet research, bank data, Stats SA data, eThekwini municipality information, and interviews with organisations, individuals and a variety of business representatives from different sectors.

This trend analysis was not intended to be a scientific, empirical analysis, but rather meant to give the consulting team (and the client, the eThekwini municipality) a broad understanding of economic factors currently at play in the development sector, and with specific reference to the Hillcrest/Gillitts/Kloof Activity Corridor that could be used, together with planning and development principles and the Municipality’s own iDP and other policy documents, in reviewing the old Hillcrest/Gillitts Activity Corridor Plan and developing a new Hillcrest/Gillitts/Kloof Activity Corridor Conceptual Land Use management Plan.

In order to get the broadest possible cross section of views as a contribution to this analysis, interviews were conducted with:

- Conomirra
- Residents of Hillcrest/Gillitts/Kloof (18)
- Business Owners-Managers (10)
- Retailers (6)
- Developers (10)
- Property Brokers (12)
- Estate Agents (5)
- Institutional Investor (1)

It should be clearly noted that the above interviews were not the only determinant of information that was inputted into the review of the Plan. Further, it should be noted that many of those interviewed did have a certain parochial interest in the area, and this had to be taken into account when consolidating all information that influenced the Plan review.

Finally, it should be noted that this Plan Review and the development of the new HGKAC Conceptual Land Use Management Plan had to take into account, not just current conditions and issues, but also had to ensure that this was a five-year plan that would stand the test of time for this period.

5.3.1. Global Economic Outlook

The acute phase of the recent financial crisis has past and a global economic recovery is underway. However, the recovery remains fragile and is expected to slow in the second half of 2010 as the growth impact of international fiscal and monetary...
measures wane and the current inventory cycle runs its course. The global economy, battered by two years of crisis, is recovering, with world growth bouncing back from negative territory in 2009 (a 2.2 percent decline in 2009) to a forecast 3.9 percent this year and 4.3 percent in 2011, the International Monetary Fund said in its latest forecast.

However, while the baseline scenario calls for global growth firming to, neither a double-dip scenario where growth slows appreciably in 2011, nor a strengthening recovery can be ruled out.

Financial markets have stabilized and are recovering but remain weakened. Inter-bank liquidity as measured by the difference between the interest rates commercial banks charge one another and what they have to pay to central bankers have declined from an unprecedented peak of 366 basis points in dollar markets to less than 15 basis points—a level close to its "normal" pre-crisis range. Currencies, which fell worldwide against the US dollar in the immediate aftermath of the crisis, have recovered their pre-crisis levels. And international capital flows to developing countries have recovered albeit at much higher costs. However, developing sovereigns and private-sector firms remain shutout from international banking markets.

Although global growth is expected to return to positive territory in 2010, the pace of the recovery will be slow and subject to uncertainty. The recovery is proceeding at different speeds around the world, with emerging markets, led by Asia relatively vigorous, but advanced economies remaining sluggish and still dependent on government stimulus measures, the IMF said in an update to its World Economic Outlook, published on January 26.

The main drag on global growth is coming from high-income countries, whose economies are expected to have contracted by 3.2 percent in 2009. Prospects for developing countries are for a relatively robust recovery in 2010, with growth of 5.1 percent in aggregate. Output should strengthen further in 2011 but only modestly rising to 5.1 percent for the developing aggregate as a whole and 4.2 percent for developing countries excluding China, India and Europe and Central Asia.

The continuation of the financial crisis, as policies failed to dispel uncertainty, has caused asset values to fall sharply across advanced and emerging economies, decreasing household
wealth and thereby putting downward pressure on consumer demand. In addition, the associated high level of uncertainty has prompted households and businesses to postpone expenditure, reducing demand for consumer and capital goods. At the same time, widespread disruptions in credit are constraining household spending and curtailing production and trade.

Stronger economic frameworks in many emerging economies have provided more room for policy support to growth than in the past, helping to cushion the impact of this unprecedented external shock. Accordingly, although these economies will experience serious slowdowns, their growth is projected to remain at or above rates seen during previous global downturns.

Developing countries in Africa and elsewhere are also better prepared this time to face policy challenges because of improved macroeconomic policy implementation, but the continent is in a weaker position than most other regions because of its poverty levels and reliance on commodity exports.

Growth in Sub Saharan Africa slowed markedly to below 1 percent from an average above 5 percent in the preceding five years, largely as a result of the collapse in global trade. The impact of the global crisis was initially most acutely felt by countries, such as South Africa, whose financial markets are more integrated into global financial markets as capital inflows reversed. Subsequently the impact spread to oil commodity exporters as trade collapsed. The region was also affected by lower tourism volumes, falling remittances, and lower levels of official development assistance.

For most of the 1970s and 1980s, growth in Africa was largely constrained by internal factors. Decades of reform addressed most of the internal factors. Combined with a favourable external environment, Africa enjoyed half a decade of growth rates above 5%. The financial crisis has now become an economic crisis; it has eroded benefits accumulated over the years of reform. With a decidedly low projected growth rate, and a bias on the downside, many people will fall back into poverty. This is a setback beyond the control of Africans and is likely to be protracted. Using an updated methodology, the African Economic Outlook (AEO) reports that only a handful of African countries are on track to meet the target of halving the share of the population living on less than one dollar a day by 2015.
"However, we should not despair," says Louis Kasekende, Chief Economist of the African Development Bank (AfDB), "the decade of reform has introduced efficiency in macroeconomic management and made African economies more competitive. Countries should therefore desist from implementing policies that restrain further integration of the continent into the global trading and financial environment."

On a positive note, the 2009 edition of the AEO noted that Africa is better positioned to weather the crisis than it was ten years ago. Many countries have undergone prudent macroeconomic reforms in the past few years, which have strengthened fiscal balances and reduced inflation to single-digit levels. Many have also benefited from substantial debt relief, with the result that debt service/export ratios are low in most countries.

5.3.2. Global Property Outlook

Following the past 2 years of decline, a full market recovery is highly unlikely during 2010. The strongest developments towards recovery will be experienced in markets where controls existed for avoiding excessive lending, speculative buying and instability. Regions that have been hardest hit during the downfall of the real estate market have taken strong steps to avoid continued excessive decline. Control strategies will begin to show their results throughout 2010, with the hardest hit markets beginning to stabilise, while growth patterns emerge in the markets least affected by the downturn.

Investment approaches will evolve from excessive speculative buying into strategies with improved stability and market demand. Long-term investments and buy-to-let ventures are expected to be the strongest growth areas, with fewer risks involved and excellent gains potential due to the exceptionally low priced investment options available in both emerging and established markets.

The mortgage market and loan financing has largely contributed to the sharp downturn in many world real estate markets. The lack of control in the sector resulted in excessive lending and often an absence of credit checks. This caused many mortgage holders to default on payments when the economy became strained.

The extent of the effects the mortgage market has contributed to the downturn in the real estate sector can be seen when comparing countries with traditionally strict lending practices...
against those where financing was readily and easily obtainable. Controlled markets have resisted severe downturns viewing recovery potential during 2010, while lenient markets continue their struggle to maintain stability.

A slowdown of new construction projects in various locations around the world has been designed to assist in bridging the gap of excessive supply against demand. Locations with an excessive supply of housing for sale on the market are expected to take longer to recuperate from the downturn, as less competition is available for bringing up property prices.

While the prices in these areas remain low, investors searching for long term return potential may be able to find some optimum bargain opportunities, yet the long term growth is likely to be considerably less compared with areas where the supply and demand of properties is ideally balanced.

2010 will continue to be an optimum buyer’s market, where those in a position to purchase will continue to receive and negotiate optimum deals. A sharp turnaround from the seller’s market environment of the recent past, equity enabled investors are facing the ideal market conditions to access the best deals expected to be available for many years. If investing for long-term benefits, these buyers may also be in positions to once again benefit from a future turnaround into ‘seller’s market’ conditions.

Investments based on long term return scenarios will be the most viable for 2010 in both emerging and established markets. As the real estate market in very few regions are expected to show any significant growth patterns during 2010, short-term investment options are unlikely to prove successful.

As the real estate sector emerges from its present turmoil over the coming years, long-term investments will provide the most significant growth potential. Long-term investments also provide the least risk, an important consideration in the current market situation.

Invariably, the global recession and the related credit crunch have had a negative impact on property related investment and the demand for space across the African continent. Yet various opportunities are being created in African property markets driven by rapidly developing telecommunications, minerals extraction and energy sectors.
5.3.3. National Economic Outlook

The International Monetary Fund (IMF) has revised upwards its forecast for South African economic growth this year, but warned the recovery will be “tempered” by high unemployment, tight credit and rand strength.

It sees the economy growing 2.6% this year, faster than its previous forecast of 1.7% made last October. The IMF’s latest estimate is below latest official and market forecasts, which sees the economy expanding at around 3.5%.

The IMF sees South Africa’s output rising 3.6% next year, also well above previous forecasts of 3.2% and consensus estimates from Reuters of 3.5%.

The economy shed 870000 jobs last year, not quite as bad as expected but keeping the official jobless rate at a steep 24.3%. Employment has begun to pick up, but at a slow pace as SA pulls out of recession. Private-sector borrowing fell for the fifth month running up to February, pressured mainly by a fall in lending to companies.

The Reserve Bank cited rand strength as a factor behind its surprise interest rate cut in March. Gains by the currency, which scaled a two-year peak against the euro last week, tend to erode the competitiveness of local exports. The rand has since pulled back, but is still stronger on a trade-weighted basis since the Bank’s last policy meeting. This has fuelled speculation that there could be scope for another rate cut at its policy meeting next month.

5.3.4. National Property Outlook

According to the 2009 SAPOA/IPD South Africa property index (released in March 2010), total commercial real estate returns in South Africa fell to 8.7% in 2009 from 12.9% in 2008, but stayed positive despite difficult economic circumstance. To some degree, the property market in South Africa was de-coupled from the recessionary environment experienced in highly industrialised countries.

Although South Africa’s performance followed the same downward trends as the rest of the global real estate returns over the past few years, South Africa remained the country producing the highest return during 2007, 2008 and 2009, compared with 24 other countries measured by IPD worldwide.
In the medium to long run, the South African property market is expected to reap the benefits from an improvement in transport and related urban infrastructure, as a consequence of the Country’s hosting of the Football World Cup. South Africa should see both direct and indirect benefits of the World Cup. These drivers offer considerable opportunities in specific markets and geographic areas.

South African property investors are also recognising the benefits associated with the changing structure of South African cities. These include a policy focus on the advantages of compact cities, the potential of mixed-use developments, and the role that South African cities play in the context of the African Continent.

**Residential**

With inflation remaining under control and consumers still under pressure financially despite signs of the start of an economic recovery, many in the residential sector believed that a further reduction in the interest rate would have provided a much-required positive stimulus to the sector. Against a backdrop of surging electricity tariffs as well as rising fuel costs and property rates, consumer spending remains constrained and household debt an issue. From a residential perspective, access to finance is still holding back a meaningful upswing in the property market. Cash buyers continue to make a significant contribution towards concluded sales, mainly in the middle to upper sector of the market.

Since the advent of 2010 there has been a continued upward trend in market activity in terms of sales volumes i.e. units sold, and the market has also begun to see the first signs of upward price movement in all regions around the country. The market sentiment is that there is still further room for another reduction in the interest rate, which would be positive in terms of helping further boost economic growth and the residential market in terms of affordability. Year on year, however, the residential market has seen a steady improvement on sales activity over 2009.

According to recent research from FNB, the "emerging" middle class could be the pillar of support for the residential market during 2010, because of lower indebtedness amongst income earners below R500,000 per annum.
Retail
According to the 2010/11 SAMCO Report, the retail sector as a whole remains under pressure from highly indebted households and a conservative approach to consumption expenditure. Retail spending is recovering though, which has translated into improvements for certain retail sub-sectors. Looking at centres themselves, anecdotal evidence suggests that regional centres continue to perform well, while neighbourhood centres are taking the most strain.

Nonetheless, fundamentals in the retail property sector are improving with the supply pipeline slowing considerably. It is also the property sector that should be the first to fully enter the recovery phase.

Offices
Contrary to the retail sector, South African office sector is possibly the most vulnerable to present economic conditions and will most likely be the last sector to enter the recovery phase. There are indications that the supply of new office space is leveling out and that the vacancy rates could start to decline during the course of 2010. This should result in a stabilization of rentals and yields during 2010.

Office building owners continue to focus on retaining tenants through various incentives, but this is not proving to be an easy task with the amount of vacant stock available in the market. Moreover, property owners are dealing with rising operating costs driven particularly by rising electricity costs, which are affecting the value of their investments.

Industrial
One of the leading indicators for the industrial property sector is the performance of manufacturing output. Official data, just released, shows that manufacturing output is improving, which signals that the demand for industrial space should start strengthening as 2010 progresses. Certain proposals in the recent National budget also provide focus on policies that should play a role in stimulating specific industrial sectors, which bodes well for development opportunities in these sectors.

Listed Property Sector
After a boom that lasted for about four or five years, the party ended towards the end of 2008 for the listed property sector. Falling unit prices were the order of the day as the rising cost of development financing reached its peak. But even though the
situation was far from desirable, it was not nearly as bad as the situation in other overseas listed markets.

Many analysts are now trying to answer the question of “Where to now for the SA listed property sector?”. The market has seen tremendous growth in the size of the sector over the last five years, with a great deal of consolidation, as well as double-digit distribution growth. According to Investec, there is still a great deal of acquisition opportunity available to the listed property sector. Investec further indicate that they believe that there are private investors who have overgeared themselves and have acquired properties at overinflated prices and who may have lost sight of the basic property investment fundamentals. These investors, they believe, are likely to become distressed and that may provide listed property companies an opportunity to acquire some of these properties at attractive prices.

In general, the listed property sector is expected to be very acquisitive during 2010, with still further consolidation of the sector possible.

5.3.5. Provincial and Local Outlook

According to the KZN Department of Economic development, the KwaZulu-Natal economy is estimated to have grown by 3.7% in the fourth quarter of 2009. The growth of 3.7% was above the national growth of 3.2%. The major sectors that contributed to this positive growth in the fourth quarter were manufacturing which grew by 9.5%; mining, 67.5%; and general government services, 6.7%. On the other hand, agriculture, construction and wholesale & retail declined by 4.9%, 0.9%, and 1.4% respectively.

Growth started slowing in the third quarter of 2008 eventually resulting in a recession in the ensuing quarter. Growth in the first quarter 2010 was expected to rise more significantly, buoyed by the increased demand from the 2010 World Cup. The tourism sector is forecast to be the major driver of the growth. Strategies to maintain this growth after the World Cup will be critical.

KZN has in the recent past embarked on extensive infrastructure-related investment projects. A majority of the projects directly linked to the 2010 Soccer World Cup have been completed and are ready for the event. The Dube Trade Port and King Shaka International Airport was also recently completed and officially
opened. The proposed pipeline linking Durban Port and Gauteng is expected to boost economic activity.

The R3.1bn Moses Mabhida stadium has been completed and has hosted a number of events in preparation for hosting eight of the 2010 FIFA World Cup matches.

Other projects due to be completed in 2010 include the Richards Bay Coal Terminal Phase 5 expansion, Empangeni bulk water pipeline phase 2 upgrade, the eThekwini water pipes replacement project.

From a local perspective, the 2009 GDP for eThekwini declined 2.3% over the previous year. This follows from an average growth trend of 5.6% over the past 10 years, well above the national average of 4.6% over the same period.

During the 2008/2009 period, the only sectors that did not show a decline in activity were the construction, mining and agriculture sectors. The closure of many businesses in the area will continue to impact negatively on consumer demand resulting in declining performances in retail, finance and real estate sectors of the economy.

From a real estate viewpoint, both the KZN Province and eThekwini, have been impacted by the recession and the credit crunch and the consequent negative impact on the property industry. This has been tempered somewhat by government infrastructure spend which should stimulate growth in the sector going forward.

**Offices/Commercial Sector**

In the Durban North/Umhlanga complex, rentals reached a peak during 2009 when vacancies were low with only about 1,200m² of available space. During 2010, vacancies in the area have dramatically increased to over 12,000m², with this number expected to increase with new developments coming on stream. Vacancies in the Westville and Hillcrest areas are currently fairly low with newly completed developments expected to satisfy demand in the near future. Hillcrest is currently still in high demand as an office location with good office space difficult to obtain. Rentals in the Umhlanga area are at around R120 – R150/m², in Westville at about R85 – R120/m² and in Hillcrest at between R85 – R110/m². According to the latest research, exceptional scarcity coupled with high demand for both high
quality land and property in Hillcrest and Kloof has resulted in increased land and rental prices in the area.

**Industrial**
Prior to the recession there was an ever increasing demand for, and a chronic shortage of, industrial space within the eThekwini area and rentals were consequently at an all time high on the back of very high land prices. With the advent of the recession, rentals were more negotiable but demand has remained relatively high with an ongoing shortage of good industrial property being available.

### 5.3.6. Interviews and Analysis

As indicated above, the following analysis (carried out by means of a series of informal interviews) was not intended to be a scientific, empirical analysis, but rather meant to give the consulting team (and the client, the eThekwini municipality) a broad understanding of attitudes of a variety of key roleplayers in the Hillcrest/Gillitts/Kloof area towards a number of development issues affecting the area currently, and that could affect the area into the future.

The comments from the individuals interviewed could be categorized into a number of broad categories as follows:
- Comments on the “corridor” as it is;
- Attitudes towards offices/retail in within “corridor”;
- Attitudes towards the introduction of more mixed use developments;
- Comments on the future of development within the “corridor”;
- Attitudes towards offices in Kloof;
- Comments related to the provision of facilities/services in the “corridor” area;

The responses received from the various sectors/groupings/organisations were collated and are summarized in the tables below under the sector/grouping/organisation concerned:
## RESPONSES FROM RESIDENTS ASSOCIATION

### Comment on the Corridor as it is:
- Heritage Market – bars still a problem – noise and nuisance value – underage drinking and drugs – noise in car parks in the early hours of the morning. Local authority must act decisively to sort out the residents issues;
- Heritage – is undergoing an identity crisis – empty shops and wrong type of shops – should be tourist destination;
- Hillcrest central area needs an upgrade;
- Rates issues – high property rates are forcing people to look at converting their properties to more economic value because cannot afford the current rates;
- Too much retail at present – particularly in Hillcrest;
- Corridor is not what it was – it is no longer a shopping area for locals – in agreement that corridor cannot go back to what it was – it now needs people from outside for thresholds to make it work;
- Because of conversions to offices and increasing retail nature, lots of the older population is considering moving away.

### Attitudes towards offices/retail within “corridor”:
- No proven need for retail and offices – yet Local Authority is still allowing development of these uses;
- Lilies Corner and Hillcrest Corner have empty shops – been empty for some time – indication of oversupply;
- Retailers live from hand to mouth – including majors;
- Lack of street furniture and pavements around centres is a problem;
- Consideration of UIP – what is happening with the UIP issue going forward?;
- Too many restaurants for corridor area – exacerabting the waste water problem;
- Road works currently only dealing with existing problems, mainly Kurtlington, Le Domaine, Cotswold Downs, Clifton Hills and 101 Acutts and Plantations – what about longer term with new developments and offices?;
- Land prices within the corridor increasing hugely – R15m to R20 m being paid for residential properties on Old Main Road to be converted to commercial (prices paid once converted) – R3m to R5m without commerical rights for small residential properties;
- New developments (Hirsch’s and McDonalds) problematic – road and traffic issues particularly;
- Properties being sold on auction after they cannot sustain converted uses especially offices - lots of “To Let” signs and lots of speculation going on;
- Hillcrest expansion is limited because of roads and railway line limits – lots of people subdividing and also converting to intermediate residential or PUD’s;
- Hilldene road problem because some want their properties rezoned to commercial (offices) – most residents don’t want offices in Hilldene because has good residential amenity and also road is cul-de-sac – conversion would have potential traffic problems and problem of taxi’s picking up and dropping off workers at intersection and along Hilldene Road.

### Attitudes toward the introduction of more Mixed Use developments:
- Mixed use makes sense – ground floor retail/offices and upper floors residential so that area, mainly centre of Hillcrest, won’t be completely dead at night and weekends – the place is most often dead on weekends;
- Emberton development – potential mixed use but again traffic problem with commercial and residential usage (144 units) – also developer opposite Emberton wants PUD zoning – more traffic issues;
- Large retired population in the area – development not taking this into account – nor is the local authority when approving applications.

### Comments on the future of development within the “corridor”:
- Corridor – needs better and more coordinated planning for intermediate residential and transitional offices;
- Tourism nature of the area needs to be reinforced;
- Taxis at the Colony Centre are creating a problem but understand need for and support requirement for public transport – need public transport facility;
| Attitudes toward offices in Kloof: | • Not supportive of offices in Kloof – threat to residential amenity;  
• Too much office space in Kloof already – many vacancies. |
| Comments related to the provision of facilities/services in the “corridor” area: | • Biggest problem is lack of public schools – but also need more private schools because of residential growth – no classrooms built in area in 12 years yet population has increased substantially;  
• Waste water problem is no secret, city needs better infrastructure planning and longer term planning;  
• Area needs more entertainment – not clubs and restaurants but for younger people e.g. cinemas, bowling, etc.  
• Parking in the area is underprovided – local authority needs to review parking ratios; |
<table>
<thead>
<tr>
<th>RESPONSES FROM RESIDENTS OF HILLCREST/GILLITTS/KLOOF (18)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Comment on the Corridor as it is:</strong></td>
</tr>
<tr>
<td>• Sad to say that area has changed – become more commercial – less of the lifestyle that it used to have;</td>
</tr>
<tr>
<td>• Too much traffic – roads jammed particularly in peak hour – schools exacerbate the problem;</td>
</tr>
<tr>
<td>• Area is looking shoddy – lack of maintenance;</td>
</tr>
<tr>
<td>• Need upgrade for central Hillcrest;</td>
</tr>
<tr>
<td>• Upgrade of roads through Hillcrest will be good for the area;</td>
</tr>
<tr>
<td>• Heritage is a problem – not performing effectively – what is it? – is a problem for residents living near it – noise issues;</td>
</tr>
<tr>
<td>• Tourism nature of area needs to be reinforced – no longer tourism gateway to Botha’s Hill and Thousand Hills;</td>
</tr>
<tr>
<td>• High rates in area and yet poor services – roads in poor condition, no sewers;</td>
</tr>
<tr>
<td>• Difficult to walk in the area – not pedestrian friendly – need better and more street furniture, street lighting is poor, lack of pavements;</td>
</tr>
<tr>
<td>• Area has new vibe with more recreation options – clubs – do not have to go into Pinetown or Durban – more for younger people to do;</td>
</tr>
<tr>
<td>• More options for shopping – nicer selection of stores – do not have to go to Pinetown or Pavilion as often;</td>
</tr>
<tr>
<td>• Local authority does not enforce planning laws enough – too many illegal business operation in residential areas;</td>
</tr>
<tr>
<td>• Parking in area is a problem – too little in certain areas – especially some shopping centres;</td>
</tr>
<tr>
<td><strong>Attitudes towards offices/retail within “corridor”:</strong></td>
</tr>
<tr>
<td>• Leave Hamilton Crescent as it is – any office development will affect the nature of the area- will cause traffic problems in area;</td>
</tr>
<tr>
<td>• Railway line should be cutoff point - no further non residential activity on other side of railway – keep residential;</td>
</tr>
<tr>
<td>• Hillcrest is the place for offices – road upgrades will cater for this;</td>
</tr>
<tr>
<td>• No more development in Gillitts – have enough retail for the area – Hillcrest and Kloof close enough – lots of offices vacant for some time;</td>
</tr>
<tr>
<td>• If allowing new offices – should be consolidated in targeted areas – not ad-hoc or random all over Kloof;</td>
</tr>
<tr>
<td>• Too much retail recently developed in area – mainly Hillcrest – oversupply – many older centres should have been revamped rather than new centres;</td>
</tr>
<tr>
<td><strong>Attitudes toward the introduction of more Mixed Use developments:</strong></td>
</tr>
<tr>
<td>• Mixed use only in Hillcrest – not appropriate for Kloof or Gillitts;</td>
</tr>
<tr>
<td>• Do not believe that Outer West is area for mixed-use – maybe Shongweni when that develops;</td>
</tr>
<tr>
<td>• Need more mixed use – that seems the way for areas to develop and make it more affordable for younger people/families;</td>
</tr>
<tr>
<td>• Not to mixed use- will bring the wrong element to the area – this is an up market area;</td>
</tr>
<tr>
<td>• If mixed use to be done – must be done properly with the right developers and strong local authority controls in place – quality must be good;</td>
</tr>
<tr>
<td>• Mixed use in the centre of Hillcrest will keep the place going at nigh – I’m all for it – will make the place more secure at night – better for walking around;</td>
</tr>
<tr>
<td>• With mixed use – will need more facilities – like schools – and more/better public transport – otherwise potential traffic problem;</td>
</tr>
<tr>
<td><strong>Comments on the future of development within the “corridor”:</strong></td>
</tr>
<tr>
<td>• Hillcrest needs more recreation and entertainment;</td>
</tr>
<tr>
<td>• Need to preserve nature/lifestyle of residential Kloof and Gillitts – not another Hillcrest;</td>
</tr>
<tr>
<td>• Gillitts – maybe limit any further development to residential – only other use may be something like Bed and Breakfasts;</td>
</tr>
<tr>
<td>• Need to have a few more offices – area must be place to live work and play;</td>
</tr>
<tr>
<td>• Maybe some mixed use – GASH concept- but in limited and “correct” areas – along Old Main Road in Hillcrest – maybe a little along Inanda Road;</td>
</tr>
<tr>
<td>• Old Main Road in Hillcrest should be all offices/commercial from M13 to Inanda Road intersection</td>
</tr>
<tr>
<td>• Security is a big issue – need more of a 24 hour town – Hillcrest has already changed – need to focus this change properly – no going back now;</td>
</tr>
<tr>
<td>• No more offices in Gillitts;</td>
</tr>
</tbody>
</table>
### Attitudes toward offices in Kloof:
- Need coordinated development in the area – with architectural controls – no monstrous office developments – need proper scale of development for this area – in keeping with history of the area.
- Area needs to be more co-ordinated – too much ad-hoc development allowed by local authority;
- Do not want offices in Kloof – will destroy residential character of area (older residents);
- Currently live in Kloof – have own business – traffic issues, e.g. Fields Hill logjam - would like to work in Kloof – shortage of good office space – need more offices space in the area;
- If have offices in Kloof – then keep to commercial side of railway line – do not intrude into the residential areas on other side of railway line;
- Too many illegal offices already – do not encourage more illegal office uses;
- Have some successful offices in Kloof – key is design and interface with existing residential – as long as does not interfere with residential amenity;
- Must deal with traffic;

### Comments related to the provision of facilities/services in the “corridor” area:
- Lack of schools;
- Need more facilities in general;
- Existing facilities in poor condition and not maintained very well e.g. parks, roads, pavements, etc.;
- Need for additional medical facilities in the area;
- Sewer facilities need to be upgraded – in some areas septic tanks need to be linked in to sewer system – problem for us as residents;
- More police presence required – more police stations;
RESPONSES FROM BUSINESS OWNERS/MANAGERS (10)

Comment on the Corridor as it is:

- Seen a lot of development over recent years – positive spin-off for business
- Kloof – office demand exceeds supply currently – would prefer offices in Kloof but no good office space – mainly older buildings – need new stock - Kloof is accessible and convenient
- Corridor area is good place to be in Durban;
- Some areas within corridor looking old and tatty – need revamp – including central Kloof and central Hillcrest;
- No need for more offices in Gillitts – get impression that Gillitts is not conducive to offices – does not seem to be good take up of existing building – lots of vacancy boars for a long time
- When will infrastructure in the area be upgraded – this is a hindrance to business – creates uncertainty for business – longer term planning needed – must be communicated to business – future investors;
- Uncertainty about road to north is a problem – especially with new airport opening - will help demand if access to north is opened up;
- Heritage market – need a tourism focus but not successful currently because rentals too high, not marketed well enough, tenant mix is wrong;
- New centres affecting Heritage - some amendments might make it more popular/successful – it should be focus of entertainment and recreation – maybe cinemas – other recreation that needs space;
- The Colony is currently a white elephant – it needs new blood – maybe should be a transport hub linked to retail.

Attitudes towards offices/retail within “corridor”:

- No more offices or retail required or should be considered in Gillitts - Hamilton Crescent only of interest to speculators who have no real interest in area – any further office development will affect the area negatively from amenity point of view;
- Hillcrest should be the place for offices – even though are appears to be over saturated currently with lots of new developments having sprung up recently - road upgrades will improve the situation going forward;
- If allowing new offices – should be consolidated in targeted areas – not ad-hoc or random all over area – need to protect residential amenity but allow for more office/commercial;
- Lots of new retail over recent years – good for consumer to have competition but not good for businesses because many become unviable and unsustainable;

Attitudes toward the introduction of more Mixed Use developments:

- Public transport is a must if mixed use is to work properly – will need cheap and efficient public transport;
- If good examples exist in South Africa we should try to emulate these – don’t know of any;
- more mixed use will stimulate development and make it more affordable for younger people/families to live in this area;
- What about need for more facilities if more mixed use – densities will increase - will therefore need more facilities – like schools – and more/better public transport – otherwise potential traffic problem;
- Maybe preferable in Shongweni when that develops;
- Mixed use may be appropriate in Hillcrest – not appropriate for Kloof or Gillitts – wrong intensity;
- If mixed use to be done – must be done properly with the right developers and strong local authority controls in place – quality must be good;

Comments on the future of development within the “corridor”:

- Need more nice office parks then stop office development – don’t want offices to take over corridor - People still want office parks for environment, safety and parking
- Hillcrest needs more motor showrooms and maybe another gym but definitely more recreation and entertainment
- Gillitts – concept of tea gardens – maybe linked with catering businesses for outside catering, idea of home industry and crafts or art galleries and coffee shops, even Bed and Breakfasts
- Mixed use could be positive – worked in Umhlanga – but GASH concept more viable here
- Need to be careful if speculation – types of tenants and occupants
<table>
<thead>
<tr>
<th>Hillcrest Gillitts Kloof • Conceptual Land Use Management Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In mixed use – better idea to have retail on ground than offices – but currently oversupplied with retail</strong></td>
</tr>
<tr>
<td><strong>Need to preserve integrity of residential Kloof and Gillitts – not another Hillcrest</strong></td>
</tr>
<tr>
<td><strong>Limited office development in time – convert last few houses in Hillcrest along Old Main Road and some in Kloof near Catholic Church</strong></td>
</tr>
<tr>
<td><strong>Municipality needs to allow for conversions of existing houses to offices in specific areas - suits single tenants or professionals</strong></td>
</tr>
<tr>
<td><strong>Need to deal with issues of access, safety and infrastructure going forward.</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attitudes toward offices in Kloof:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planned offices in coordinated and strategic location/s will prevent ad-hoc and illegal offices springing up in unwanted areas:</strong></td>
</tr>
<tr>
<td><strong>No problem with this as long as traffic issues are considered:</strong></td>
</tr>
<tr>
<td><strong>Kloof is logical location for offices because of convenience – better than Gillitts:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments related to the provision of facilities/services in the “corridor” area:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Need more public and private schools because of residential growth – changing demographic:</strong></td>
</tr>
<tr>
<td><strong>More recreation and entertainment needed – cinemas, clubs, parks, sports facilities - cater for younger demographic</strong></td>
</tr>
<tr>
<td><strong>Parking in area is huge problem – some areas underused but others underprovided – municipality must review parking ratios:</strong></td>
</tr>
<tr>
<td><strong>Concerned about loss of Emberton Driving Range facility:</strong></td>
</tr>
</tbody>
</table>
### RESPONSES FROM RETAILERS (6)

<table>
<thead>
<tr>
<th>Comment on the Corridor as it is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Not sure what area currently is and what it is trying to be;</td>
</tr>
<tr>
<td>• Retail very competitive in the area currently – retailers under pressure – some centres may become “white elephants” if not careful;</td>
</tr>
<tr>
<td>• Traffic is big problem for business currently – losing money – roads need to be finished soon and hope they take into account longer term;</td>
</tr>
<tr>
<td>• Pedestrianisation may help retailers – may also make the area more use friendly for the public – more of a tourist destination;</td>
</tr>
<tr>
<td>• Notice more younger consumers – change in demographic from older to younger people in centre of Hillcrest;</td>
</tr>
<tr>
<td>• Lots of development over past 5 years – not all coordinated – should be better coordinated by municipality and planners;</td>
</tr>
<tr>
<td>• Retailers in area doing okay despite recession – good disposal income in area;</td>
</tr>
<tr>
<td>• Need to be careful of scale of centres in the area – particularly Hillcrest – not the place for major shopping centres – better in place like Shongweni;</td>
</tr>
<tr>
<td>• Inanda Road/Old Main Road intersection is a key area that is being wasted – should be key node with good development encouraged.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attitudes towards offices/retail within “corridor”:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Offices along Old Main Road will work – as long as only from row – residential needs to convert to offices – if possible encourage office parks – not stand alone offices;</td>
</tr>
<tr>
<td>• Seem almost oversupply of retail with recent developments;</td>
</tr>
<tr>
<td>• Question scale of some retail developments – inappropriate for the area;</td>
</tr>
<tr>
<td>• Most retail developments in area okay but not great – nothing unique – same for offices;</td>
</tr>
<tr>
<td>• Need to “reintroduce” UIP concept – business owners can be involved in what happens in the area;</td>
</tr>
<tr>
<td>• Concerned that Gillitts may become too commercial – not the place – should focus on commercial and retail mainly in Hillcrest with key nodes in Kloof.</td>
</tr>
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<table>
<thead>
<tr>
<th>Attitudes toward the introduction of more Mixed Use developments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Mixed use not a bad option if done properly – will improve thresholds for retailers;</td>
</tr>
<tr>
<td>• Mixed use will improve affordability of moving into area for younger people – demographic already changed but some bordering on their affordability levels – less consumer spend;</td>
</tr>
<tr>
<td>• Probably only appropriate in Hillcrest – maybe very limited in Kloof and probably not at all in Gillitts;</td>
</tr>
<tr>
<td>• This area is not appropriate for mixed use development – does not have the infrastructure capacity;</td>
</tr>
<tr>
<td>• Will be good in that it would keep particularly Hillcrest vibrant 24 hours a day – at present it dies at night in most areas.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments on the future of development within the “corridor”:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Retail must be more coordinated – cannot have ad-hoc retail and particularly must be careful of continued oversupply;</td>
</tr>
<tr>
<td>• No more retails in Gillitts and Kloof but maybe more offices in Kloof and more residential and bed &amp; breakfast or craft type uses in Gillitts;</td>
</tr>
<tr>
<td>• Must upgrade infrastructure in the area and have a medium and long term plan in place for infrastructure provision, especially roads and sewer;</td>
</tr>
<tr>
<td>• Would love to see more aesthetic and architectural control of buildings in the area;</td>
</tr>
<tr>
<td>• Cater for and encourage more public transport in the area – what about using the rail line for public transport;</td>
</tr>
<tr>
<td>• Need to attract more tourists into the area – need more facilities for this to happen.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attitudes toward offices in Kloof:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No problem with this approach if done properly and with holistic planning, including infrastructure;</td>
</tr>
<tr>
<td>• Create offices that will support existing retail;</td>
</tr>
<tr>
<td>• I live and work in Kloof – it is great – am sure that more people would like to be able to do the same – minimizes on traffic to and from the area – less pressure on M13;</td>
</tr>
<tr>
<td>• Better to have more offices in Kloof than to introduce more offices into Gillitts;</td>
</tr>
<tr>
<td>• Don’t disturb residential amenity.</td>
</tr>
</tbody>
</table>
Comments related to the provision of facilities/services in the “corridor” area:

- Infrastructure provision and maintenance in the area is abominable;
- Shortage of good schools is a problem – both public and private – especially affordable schools;
- Need more police presence and patrolling to ensure safety;
- Road issues must be sorted out so that retailers can get back to doing business – delays have cost retailers a huge amount of lost business;
- Need more parking provision;
## RESPONSES FROM DEVELOPERS (10)

### Comment on the Corridor as it is:
- Wrong zonings in certain areas (e.g., commercial zonings in areas such as Sanyati Park in the wrong place)
- Spot zonings are wrong in principle and should have never been done
- Lack of certainty – finished product and intentions not clear
- There is an identity crisis – not sure what Hillcrest, Gillitts and Kloof (and consequently the Corridor) is now
- Lack of cohesion on aesthetics – should have more aesthetics controls which will set and protect value – Hillcrest Corner is a problem in this regard as a big block with little or no aesthetic consideration
- There has been a lack of consistent development philosophy in terms of land use within the corridor and also no overall co-ordination and marketing of the corridor or the areas making up the corridor
- Do not want the corridor to become a glorification of what happened in places such as Margate
- Lack of street furniture and cohesive landscaping
- The only “nice” development is Lillies’ Quarter – it is tasteful.

### Attitudes towards offices/retail within “corridor”:
- Spot zoning of offices along OMR has not worked
- Office parks would work better and create better and more secure office environments;
- New Christians Centre not functioning particularly well
- Current oversupply a concern but market should sort out the problem;
- At present office developments haphazardly done
- In the short term – definite saturation of offices
- Would like to see offices of scale similar to William Nicol – 2 or 3 storey (size of a large house) – but timing key relative to demand.

### Attitudes toward the introduction of more Mixed Use developments:
- This would be thinking out of the box for this area
- Can understand need but need to get product 100% right
- Would investors invest in mixed use here? Not sure
- Would not be great environment for families with young children – need more space – is reason why people move up here
- Mixed use might increase speculation, buy to rent market – will have low owner-occupancy
- Lack of public transport is a concern – requirement for shuttle service
- Lack of schools would be a major concern – particularly lack of public schools
- Residential products would have to come in at rentals of between R3000 and R5000 per month
- Multi-storey would be too much of an attempt to impose a European way of life in the area – not ideal. People over here because they want space
- Should focus mixed use more on the Shongweni Node where access is easier and can pre-plan in co-ordinated manner
- There is a market for cheap residential, but not in mixed use – needs to be more like some of the units along Rivonia Road and William Nicol in Johannesburg – follow GASH (Good Address Small Home) concept but need specific zoning and need economies of scale
- GASH homes – people have no problem living next to other uses provided managed properly for amenity
- Need to develop zoning to reduce lot sizes to about 750m² (services issue – particularly waste water) and cater for cluster housing in corridor (freestanding dwelling with 3 bedrooms and 2 bathrooms, single/double storey with garage/parking catering for families.

### Comments on the future of development within
- The local authority should set guidelines based on what current residents/businesses want and need;
- The corridor has the potential to have great aesthetics – controls need to be put in place to facilitate this;
- Things that should not be done are developments like the Wakefields Office Block.
the "corridor":

- There is a need for a regional shopping centre in the Outer West that would alleviate pressure from the centre of Hillcrest. This centre must be in the right place with easy accessibility (close to the N3) in order to prevent traffic problems around it;  
- Mixed use could help in developing thresholds for service and amenity provision;  
- Office parks at residential scale and theming would be the way of the future;  
- Create a public transport infrastructure that would support people living and working in the area;  
- New developments should be encourage, but in a coordinated and structured manner with the municipality supporting this with infrastructure provision;  
- Lifestyle of the area in terms of quality and scale must be preserved and reinforced;  
- Old Main Road should have all existing residential converted to offices – no real residential amenity for these properties – would add value to the area as offices;  
- Keep offices areas limited to Hillcrest, with secondary core in Kloof – nowhere else in corridor area.

Attitudes toward offices in Kloof:

- There is always demand for offices in Kloof;  
- Not a problem to have more offices as long as done in coordinated and holistic planning manner – infrastructure must be able to cope;  
- Kloof is conducive to offices – easily accessible;  
- Properly planned office area will do away with growth of illegal offices sprouting in the area – especially in the core residential areas;  
- Should be no office on other side of railway line from the Kloof Town Centre;  
- Offices would allow for people to live, work and play in the same area – currently most have to travel to work – puts pressure on road system.

Comments related to the provision of facilities/services in the “corridor” area:

- Facilities in the area are non-existent;  
- What little facilities there are poorly maintained;  
- It is clear that very little future and proactive planning take place in this area when it comes to infrastructure – local authority waits for problems then tries to resolve after the fact and even stops development – this is illogical when development brings in revenue to the city;  
- Waste water and road infrastructure are blockages to much needed development in the area;  
- Fields Hill is a problem – something needs to be done about an alternative to it – the issue of trucks (and accidents) on Fields Hill have to be tackled by the local authority;  
- Area has little recreation facilities especially for younger people;  
- There has been lots of new residential development in the area but there is now a shortage of schools;  
- Parks should have more and better facilities and be better maintained.
## RESPONSES FROM PROPERTY BROKERS (12)

### Comment on the Corridor as it is:

- Suddenly boomed over past few years
- Did go flat when interest rates started to climb
- There is demand for commercial along OMR – rezoning of homes – but speculative
- Gillitts – not a lot of request for offices
- Main demand in Hillcrest and Kloof
- In current market – lots of offices available in Hillcrest particularly – timing of future supply is an issue
- Our company has lots of vacancies in new space – old and existing well let with minimal, if any, vacancies
- Once economy picks up demand will increase
- Also certainty about road to north will help demand and help people make decisions on location – access to north is key
- Heritage market – good concept of olde world charm but not successful because rentals too high, not marketed well enough
- Heritage – catering for small retailers but rents too high – competing with big centres
- Heritage is a good browsing centre and safe for children – like to see it stay as it is with some amendments to make it more popular – entertainment and recreation – lots of space – can take your time – unique stores not found elsewhere
- The Colony centre is battling – it needs a revamp – should become more lifestyle centre in scale
- Hillcrest Corner – scale is wrong for Hillcrest – should not have been allowed – this is for Shongweni
- Residential – should change to commercial along OMR – little residential amenity on the roadside – residential behind first row
- Unco-ordinated at the moment as far as residential is concerned along OMR
- Old Main Road is very busy
- Heritage Market – should remain “foody” place – maybe mix of office and food over time – when market for offices improves – maybe rentals at Heritage too high.

### Attitudes towards offices/retail within “corridor”:

- Retail – our company has very little enquiries now – not a lot of action
- Retail is ticking over but nothing exciting nor likely to get exciting in near future;
- Hillcrest – office vacancy rate at present about 5 – 10% but getting worse
- Office issue is disastrous in Hillcrest particularly as there is oversupply currently
- Retail market not great – enough in Kloof and too much retail in Hillcrest – but bitty with centres and strip malls
- Office rentals are coming down because of oversupply – as low as R55 per m2 in older buildings
- Rental range normally between R85 and R105 in newer buildings – in this market R105 is too high
- Gillitts not the place for offices – building in York Road not full
- Hamilton Crescent – no need for offices – speculators would buy but finding tenants would be problem
- There is still space available in Gillitts in buildings that have been vacant for some time
- No more retail needed in Gillitts – especially with upgrade of existing centre;

### Attitudes toward the introduction of more Mixed Use developments:

- Mixed use won’t work here – parking and access issue – need low scale commercial – offices mainly (when time is right) – but possibly some retail
- Mixed use would need more of a softer forest type feel – more vegetation – too hard at present with road
- Don’t want to lose Heritage feel – not just rows of high or large scale buildings – danger of mixed use.

### Comments on the

- Hillcrest needs more motor showrooms and maybe another gym but definitely more recreation and entertainment
### Future of Development within the "Corridor"

- **Gillitts** – concept of tea gardens – maybe linked with catering businesses for outside catering, idea of home industry and crafts or art galleries and coffee shops, even Bed and Breakfasts
- Mixed use could be positive – worked in Umhlanga – but GASH concept more viable here
- Need to be careful if speculation – types of tenants and occupants
- In mixed use – better idea to have retail on ground than offices – but currently oversupplied with retail
- Need to preserve integrity of residential Kloof and Gillitts – not another Hillcrest
- Limited office development in time – convert last few houses in Hillcrest along OMR and some in Kloof near Catholic Church
- Need 1 or 2 more nice office parks then stop office development – don’t want offices to take over corridor
- Should not go one row back from Old Main Road – this would be too much development
- People still want office parks for environment, safety and parking
- Security is a big issue for offices
- Conversions of existing houses really suits single tenants or professional office.
- There is demand for medical centre type uses
- Need to keep village nature of Kloof and Gillitts – vegetation and correct scale of development (small, residential scale) – not ideal for office parks, etc.
- Issues going forward – access, visibility, security.

### Attitudes Toward Offices in Kloof

- Clients looking for offices close to home – Kloof is accessible and convenient;
- Need to keep to commercial side of railway line – near shopping centres – do not encroach onto other side of railway line;
- Many successful offices in Kloof – must make sure that interface with existing residential protects residential standards.

### Comments Related to the Provision of Facilities/Services in the "Corridor" Area

- Lack of variety in facilities;
- Infrastructure cannot sustain the area presently – need long term planning;
- Schools in short supply given the increase in residential numbers in the area and the increase in younger families;
- Need more recreation facilities – especially indoor recreation e.g. cinemas, play areas, games arcades, etc.;
- Traffic in the area is a huge problem – particularly getting into and out of the area – especially in peak times – traffic around schools is poorly planned;
- Lack of parking in certain areas is a problem e.g. around the shopping centres and stokers in Kloof;
- More evening entertainment especially for families is required over and above the restaurants.
## RESPONSES FROM ESTATE AGENTS (5)

**Comment on the Corridor as it is:**
- Huge waste water problem in area – no long term plan
- Has potential to be Umhlanga (just not by the sea) – not sure if this is right place or Shongweni
- Huge potential because of climate and environment – country atmosphere
- Other big problem is roads and traffic congestion
- Slowness of road upgrade has put damper on Hillcrest
- Roads – biggest problem is Fields Hill – limits on Fields Hill puts a cap on the entire corridor area

**Attitudes towards offices/retail within “corridor”:**
- No co-ordinated plan for offices in area – spot zonings wrong – ad hoc
- Lack of co-ordinated office park development
- Question mark about Inanda Road and link to north – uncertainty not good for sales;
- Synergies between Umhlanga/Corridor – lifestyle, wealth

**Attitudes toward the introduction of more Mixed Use developments:**
- Does not appear to have worked completely in Umhlanga – especially inland side
- Reservations about it working along corridor even if affordable
- No public transport
- Small retail on ground floor won’t work in this area

**Comments on the future of development within the “corridor”:**
- See the corridor heading full steam ahead once economy improves – like Umhlanga
- Need for a super-regional shopping centre in the Upper Highway area that would divert pressure from Hillcrest;
- Not a need to overly limit development if infrastructure can be sorted out – it is a natural growth point
- Office oversupply is a concern but it will right itself economically on market conditions
- Critical – to have planned and co-ordinated development and certainty

**Attitudes toward offices in Kloof:**
- Kloof – office demand exceeds supply currently – Kloof is accessible and convenient;
- Do need more offices in Kloof;
- Residents want to live near to work – especially with traffic on Fields Hill.

**Comments related to the provision of facilities/services in the “corridor” area:**
- Families want more public and private schools in the area;
- Shortage of family recreation in the area – need more indoor recreation as well as more and better sports facilities;
- Area is not well serviced by the local authority – not well maintained and services such as sewer and roads is a big issue;
- Loss of Emberton Driving Range will be a blow to the area;
- Need facilities that will keep the Hillcrest area going 24 hours.
**RESPONSE FROM INSTITUTIONAL INVESTOR (1)**

**Comment on the Corridor as it is:**
- Needed to remain smaller scale
- Some institutional investors including themselves disinvesting from Hillcrest – concerned about Waterfall/Shongweni impact on existing corridor (Regional/Super-regional Centre)
- Hillcrest particularly at risk
- Traffic planning is key issue to resolve
- M13 – Fields Hill main problem
- Need to move toll plaza/weigh bridge – preserve ambience of corridor area
- Heritage – has a place (entertainment/recreation/tourism/education) – never going to be great – management issue
- Heritage can be a great open air, festive shopping experience (like The Quarry in Hilton)
- Heritage is probably in the right place (except maybe could be in Botha’s Hill):

**Attitudes towards offices/retail within “corridor”:**
- Oversupply currently – but not necessarily enough in greater scheme – but has been sporadic development – need more office parks but at a “country” scale – “Corporate” parks at larger scale should be at Shongweni
- No more retail required in Hillcrest/Kloof – close to being overtraded (and with the wrong type)
- Should try to get rid of strip malls – do something else – redevelop – maybe even office parks
- Colony centre – cannot get too much more bulk without parking structures
- Colony centre is being sold “as is” – could be extended slightly – maybe a gym
- Mass transport node in the Hillcrest area could be the demise of Hillcrest even though public transport is needed – safety and aesthetic considerations:
- Platinum Walk proposal – big risk given possible regional/super regional – would be too small in any event to make required threshold impact and for anything bigger that would be the wrong place – could be office park or motor retail possibly:
- Would certainly not suggest further office development in Gillitts – maybe needs more accommodation and things like B & B’s, etc.

**Attitudes toward the introduction of more Mixed Use developments:**
- Can work – but lower density – clusters not apartments;
- Need live/work/play concept – mixed use would make a contribution;
- The more corporates move into the area the more sense it makes – they have a younger professional workforce;
- Need more affordable residential accommodation for office workers.

**Comments on the future of development within the “corridor”:**
- Need to commit area as a tourism node and reinforce this with relevant infrastructure and services;
- Area needs coordinated and holistic plan with good managed implementation;
- Local authority needs to enforce bylaws more stringently;
- Limit further development in Gillitts;
- Encourage mixed use in Hillcrest and offer proper incentives to make sure that it happens and happens properly;
- Coordinated office parks in the area would be the best to service office needs in the area going forward;
- Infrastructure needs to be brought up to speed and must then keep up with development

**Attitudes toward offices in Kloof:**
- Need seems to exist;
- But Kloof is residential area and amenity must be preserved;
- New offices must be contained to certain designated areas where office uses and associated traffic, etc., are managed;
- Would help with creating and supporting work, live and play philosophy;
<table>
<thead>
<tr>
<th>Comments related to the provision of facilities/services in the “corridor” area:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Demographic of area has changed – noticeably younger population – means need for recreation to cater to younger needs;</td>
</tr>
<tr>
<td>• Also a requirement for more schools in the area;</td>
</tr>
<tr>
<td>• Lack of infrastructure is a major concern to institutional investors – do not want to invest in an area where infrastructure is falling apart and no new infrastructure is being planned to cater for growth – concern that all infrastructure costs will be passed on to developers/investors;</td>
</tr>
<tr>
<td>• Sporting and recreation facilities are an emerging need.</td>
</tr>
</tbody>
</table>
5.3.7. CONCLUSIONS

Economic Trends

A global economic recovery is under way but it is fragile and not as rapid as was initially thought it would be. World economic growth has bounced back from negative territory to a forecast 3.9% for 2010.

While advanced economies remain sluggish and dependent on government stimulus measures, developing economies set to fare substantially better due to stronger economic frameworks and fundamentals. The developing countries in Africa are therefore also better prepared to face the coming challenges, but are in a slightly weaker position than other developing nations as a consequence of high levels of poverty and a reliance on commodity exports.

Growth in sub-saharan Africa slowed markedly, and the impact of the global crisis was felt most acutely in countries such as South Africa which are more integrated into the global financial markets.

From a South African perspective, the IMF has revised its economic growth forecast upwards for 2010, but has cautioned that the recovery will be tempered by high unemployment, tight credit and a strong rand. The latest market and official forecasts for South African economic growth see the economy expanding at around 3.5% in 2010. For 2011, the IMF forecast for economic growth for South Africa is at 3.6%.

Looking at KZN, the Provincial Department of Economic Development announced that the provincial economy grew by 3.7% in the last quarter of 2009, which was above the national average of 3.2%. KZN also embarked on major infrastructure projects, mainly related to preparation for the 2010 World Cup, most of which have now been completed. There are further projects due for completion during the latter part of 2010, which should further stimulate the provincial economy.

The eThekwini GDP declined 2.3% in 2009 (from 2008), but is expected to regain some lost ground over the next 12 to 18 months to move back towards its average over the past 10 years of some 5.6%.

Property Trends

After 2 years of recession, a full property market recovery during 2010 is unlikely. This full recovery is expected to take between 18 and 36 months according to the property experts. Consequently for the foreseeable future, investment approaches will move from a more speculative approach to one of stability and demand driven development and investment.
With the emergence of the property sector from the current hard times, long-term investments will be the most likely provider of significant growth potential. Long-term investments also provide the least risk, an important consideration in the current tough climate.

Invariably, the global recession and the related credit crunch have dampened the property related investment climate and the demand for space across the African continent. Yet various opportunities are being created in African property markets driven by rapidly developing telecommunications, minerals extraction and energy sectors.

South Africa’s performance followed the same downward trends as the rest of the global real estate returns over the past few years, but South Africa still producing the highest returns during 2007, 2008 and 2009, compared with 24 other countries measured by IPD worldwide.

For the foreseeable future, the South African property market is still expected to reap the benefits from an improvement in transport and related urban infrastructure, as a consequence of the Country’s hosting of the Football World Cup. South Africa should see both direct and indirect benefits of the World Cup.

These drivers offer considerable opportunities in specific markets and geographic areas, and will impact on the property market.

Due to increased costs of item like electricity and fuel, consumer spending remains constrained and access to finance is still difficult making household debt an issue. Consequently, from a residential perspective, these conditions have resulted in a holding back of a meaningful upswing in the residential property market. However, according to recent research from FNB, the “emerging” middle class could be the pillar of support for the residential market during 2010, because of lower indebtedness.

According to recent reports, the retail sector remains under pressure from lower consumption expenditure. Retail spending is recovering though, which has translated into improvements for certain retail sub-sectors. It would appear that the regional centres continue to perform well, while smaller neighbourhood centres are the ones taking most strain. The fundamentals in the retail property sector continue to improve, however, with the supply of retail properties slowing considerably. It is also the property sector that is expected to be the first to fully enter the recovery phase.

The office sector is possibly the most vulnerable to present economic conditions and is expected be the last sector to enter
the recovery phase. It seems that the supply of new office space is leveling out and vacancy rates could start to decline during 2010, which should result in a stabilization of rentals and yields during the year. There is expected to be less speculation in the sector with tenant driven development to order of the day. Commercial property owners are also having to deal with rising operating costs driven particularly by rising electricity costs, which are affecting the value of their investments.

Just released official data indicates that manufacturing output is increasing, signaling that demand for industrial space should start increasing as 2010 progresses. Certain proposals in the recent National budget should also provide stimulus to specific industrial sectors, which should be positive for development opportunities in these sectors.

The listed property was not immune to the ravages of the downturn, particularly as the rising cost of development financing reached its peak. The situation was, however, not nearly as bad as in other overseas listed markets. Generally, the listed property sector is expected to be very acquisitive during 2010, with still further consolidation of the sector possible.

Interview Analysis: Broad Trends

The broad conclusions arising out of the numerous interviews conducted with the cross section of the sectors of the local population and people involved in the property market in the area can be summarized as follows:

- Hillcrest has changed over the past few years and is not the little village that it once was. It is also clear that there is no going back to that little village;

- Wrong zonings have been allowed in the wrong places due to a combination of development greed and a lack of local authority enforcement or will to prevent such “incorrect” zonings;

- Linked to the above, “spot” zonings have become a serious problem, especially where non-residential uses have been allowed to encroach into the residential areas resulting in a threat to residential amenity;

- There has been no consistent development philosophy as a consequence of which much ad-hoc development has taken place. Development that has taken place has been disjointed, uncoordinated and aesthetically displeasing;
• Hillcrest particularly, and the corridor area generally, is undergoing an identity crisis which has resulted in a lack of certainty in many respects related to planning approvals, amenity issues, infrastructure and facilities provision;

• Because of the nature of the area and the lifestyle, the aesthetic and functionality lends itself to more office parks and less individual and spot office zonings. Such parks will enhance security (a major concern), aesthetics, traffic (by limiting ingress and egress points) and parking issues;

• Given the changed and changing demographic of the area to younger population (young families with children), the need for GASH (Good Address, Small Homes) homes just back of the corridor to cater for this market, in terms of size, lifestyle and affordability, is very necessary – not necessarily multi storey but preferably in clusters more suited to the ambience of the area;

• Given the changed and changing demographic of the area to a younger population with more young school-going children, the lack of government schools is a concerning issue. There is a definite need for more public schools but also for more private schools as the capacity of both types has already been exceeded in the area;

• The Heritage market is in trouble. It is also undergoing an identity crisis and is not working as it is. It needs a rethink both by the local authority and the owners as to what it should be and how this can be achieved. It is not the tourist centre that it was originally or that it was intended to be and it is not a typical retail centre;

• The corridor area has sprouted too much retail over recent years, in an uncoordinated and haphazard way. Older existing retail centres are dying, and even the newer ones are not really performing very well. The newer retail has brought more choice to the area but because of the uncoordinated nature of the developments in relation to existing retail, this has had an overall negative impact on the area from a development, use and amenity perspective;

• Land prices in the area have become ridiculously high as a consequence of conversions to commercial uses. Land has become overpriced even in the residential areas because of perceptions of the ability to convert residential into commercial uses at will in an ad-hoc manner;

• Also related to the overpricing, more auctions of properties are happening where people are expecting to get higher
and unrealistic prices for their properties, which they believe will get non-residential rights. Much of this is driven by individual greed but also some people are being forced to dispose of their properties by auction or otherwise due to ever increasing property rates and other increasing costs related to property ownership. This applies particularly to the older population but also to the newly qualified young families and couples;

- There is a need to limit commercial activity, particularly in Hillcrest, to immediately alongside OMR. This is where residential amenity has been most negatively affected and where the best use can be made of these properties for commercial usage, mainly offices/office parks;

- The proposed “Emberton” Development is raising serious concerns amongst the public over infrastructure issues, especially traffic and waste water. There are also concerns about the density of the development and particularly about the impact of the proposed commercial component of the development on traffic issues at the entrance to Hillcrest;

- Hillcrest could/should have more motor showrooms and like uses which are attractive, needed in the area and are not hugely traffic intensive;

- Infrastructure planning (or lack thereof) in the area, particularly sewer and traffic, are a serious concern. There are major problems with existing infrastructure and no planning to accommodate future developments. A proactive and long term solution is needed and stopping development is not the answer;

- Fields Hill is a major constraint to growth and development in the corridor area as it is a cap (like a cork in a wine bottle) to traffic movement. This is now an issue, not just in peak times, but throughout the day. An alternative has to be found to resolve this issue and it is time that trucks were completely banned from the M13, not just during the peak hours;

- The corridor area has always been somewhat of a tourist attraction because of the nature of the lifestyle and activities in the area and this tourist nature needs to be reinforced and built up to stimulate economic growth and energise the area for people from within and from out of the area;
There have been a substantial number of conversions of residential properties to commercial due to increasing property rates.

There are good examples of where mixed use has worked and mixed use can work within the corridor area, especially in Hillcrest so that the area is not dead at night. Mixed use, if implemented, will have to be done properly with the local authority putting proper controls in place and monitoring development projects.

Mixed use would not be supported if it results in property values in the area dropping and the area becoming “seedy”; the area.

The increase in offices and retail in the area has resulted in problems with the provision of parking. The local authority needs to resolve this problem and ensure that new developments make adequate provision for parking.

There are concerns about the current oversupply of offices, particularly in Hillcrest. There are lots of vacant offices, not only in Hillcrest, but also in Gillitts (where many offices have been vacant for some time) and in Kloof.

There should be no further offices allowed in Kloof. Additional offices in Kloof will destroy residential amenity and cause more traffic problems (this was a comment from the older residents which make up a fairly small percentage of the demographic currently; also see following comment);

There should be more offices in Kloof so that people who live in the area can work here as well. This would support the concept of Live/Work/Play in the same area. But offices should be focused in specific demarcated and not allowed to intrude into the main residential areas, particularly on the other side of the railway line (from the Kloof Town Centre). Additional offices in the area should also take into account of traffic and the local authority needs to ensure that traffic does not become a problem;

Recent retail development within the corridor has not been thought through together with the local authority as a consequence of which retail throughout corridor is bitty and does not support each other;

There is a need for a regional or super-regional shopping centre in the Upper Highway area (Outer West) that would alleviate/divert pressure from the centre of Hillcrest. This
centre must be in the right place with easy accessibility (close to the N3) in order to prevent traffic problems around it;

- Because of the oversupply of offices in the area, office rentals have been coming down. This is not necessarily good for development and for property owners. Rentals as low as R55/m² can be found in older buildings within the corridor. In newer buildings you can get rentals of between R85 and R105/m². There is a concern that rentals of R105/m² are too high for this area currently and this is resulting in increasing vacancies;

- There is an oversupply of office accommodation in the area but that is normal. We are also just coming out of a recession and the market will take care of the oversupply problem;

- The Gillitts area is not right place for offices. It is a bit of a “no man’s land” in the “middle of nowhere”. Gillitts has a good residential amenity that should not be spoilt by further office development. Many office blocks in the area have taken a long time to tenant and some are still vacant and have been vacant for long periods;

- The Gillitts area is more appropriate for tourism related activity more closely related to the current residential nature of the area e.g. B & B’s, tea gardens, nurseries, etc.

Concluding Comments

It should be noted that the conclusions drawn in the above 2 sections were part of a set of information and influences that were used during this planning exercise, and were not the only determinants in making decisions. This information was put together with historical information, previous planning exercises and initiatives for the area, general good planning principles and theories, and took into account that this review had to have at least a five year time horizon.
5.3. land use management trends

5.3.1 land use survey

A land use survey was undertaken in June 2009 for the 971 properties falling within the project boundary. This survey used property and zoning information on the eThekwini municipality’s geographic information system and supplemented this with field work to determine land use activities, where applicable home businesses, height of development and an observations regarding parking provision (ie. on-site or street). These data-sets were then captured on the GIS model prepared for the project so as to spatially map and model information.

With particular reference to land use activities the South African National Land Use Code was used. This code provides for a progressive coding system from the Precinct (ie. 2 digit code), to Block (ie. 3 digit code) to Site (ie. 4 digit code) scales. An example of this code for Household Units is provided in Table 3 below:-

<table>
<thead>
<tr>
<th>PRECINCT – 2 DIGIT</th>
<th>BLOCK – 3 DIGIT</th>
<th>SITE – 4 DIGIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 Household Units</td>
<td>110 Dwelling Houses</td>
<td>1100 - 1106</td>
</tr>
<tr>
<td></td>
<td>1101 Dwelling house - detached</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1102 Dwelling house - semi-detached</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1103 Dwelling house - semi-detached in rows</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1104 Dwelling with ancillary business</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1105 Dwelling with ancillary health service (eg. Doctors room)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1106 Dwelling house with ancillary creche</td>
<td></td>
</tr>
</tbody>
</table>

A follow-up partial survey was undertaken in February 2010 so as to verify certain land use changes which needed to be assessed for any potential impact on the draft Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan. In order to maintain the integrity of the data-sets comprising the GIS model it was decided not to update the GIS model with this information, but rather to manage it under a separate data-set to be used in informing decisions with regard to the conceptual approach and final Conceptual Land Use Management plan.

Table 4 below indicates the data-sets comprising the land use survey:
<table>
<thead>
<tr>
<th>Input Data Description</th>
<th>Type of Research</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Description</td>
<td>Desktop</td>
<td>eThekwini Municipality</td>
</tr>
<tr>
<td>Street Address</td>
<td>Desktop</td>
<td>eThekwini Municipality</td>
</tr>
<tr>
<td>Scheme Area</td>
<td>Desktop</td>
<td>eThekwini Municipality</td>
</tr>
<tr>
<td>Zoning</td>
<td>Desktop</td>
<td>eThekwini Municipality</td>
</tr>
<tr>
<td>Land Use Coding</td>
<td>Field and desktop</td>
<td>Field</td>
</tr>
<tr>
<td>◦ 2 digit land use code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>◦ 3 digit land use code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>◦ 4 digit land use code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description of home business (where applicable)</td>
<td>Field and desktop</td>
<td>Field</td>
</tr>
<tr>
<td>Number of storeys</td>
<td>Field and desktop</td>
<td>Field</td>
</tr>
<tr>
<td>Parking (on-site or street)</td>
<td>Field and desktop</td>
<td>Field</td>
</tr>
</tbody>
</table>
Figure 11: HILLCREST GILLITTS KLOOF CORRIDOR LAND USE SURVEY (SITE / 4 DIGIT CODE)
Figure 11 above provides an overview of the land use survey at the Site level scale (4 digit code).

The key findings of the land use survey are summarized as follows:

- Old Main Road, Hillcrest is characterised by well established national commercial activities that anchor and represent significant investment within the Hillcrest.

- Commercial development along Old Main Road, Hillcrest has taken the form of individual or stand alone retail and/or office uses that have a marginal or little relationship with adjoining sites or the public environment.

- There is little evidence of horizontal or vertical integration of residential land uses with commercial developments along Old Main Road, Hillcrest.

- There are a number of strategic under-developed or vacant sites along Old Main Road, Hillcrest which will require specific attention in preparing the Conceptual Land Use Management Plan.

- Since the adoption of the HGAC LDP there is evidence of development pressure for Suburban Office and Transitional Office development.

- The role and identity of Hillcrest is not clearly defined between its core nodes and service precincts as identified in the HGAC LDP. This can also be attributed to building typologies and limited reinforcement between developments within the commercial nodes.

- The role of the Heritage Market as a tourism gateway role to west (such as Botha’s Hill and Valley of 1000 Hills) is not strong.

- There is evidence of the impacts of rezoning approvals representing “spot-zonings” which undermine the characteristics of areas of Old Main Road, Gillitts.

- Certain commercial sites within Gillitts are in need of regeneration.

- There is clear nodal development for office purposes at the Field Hill node.
• Generally, there is evidence of extensive home business activity within the Corridor;

• There are activities which may be at variance with the provisions of the applicable Town Planning Schemes and this requires more detailed investigation beyond the scope of this project;

• The land use survey together with other property information (for example, the building stock) provides a consolidated electronic GIS data-base which may be used by the Council as a land use management and development planning tool in decision-making.
### 5.3.2 rezoning application assessment

In order to assess development trends within the project boundary an assessment of rezoning applications for the period following the preparation of the HGAC LDP (Dec 2000) to the status quo analysis phase of the HGK LUMP project (ie. July 2009). By assessing the rezoning register and decision clear trends in the nature of applications and the take up of development opportunities as provided for in the adopted HGAC LDP can be determined.

In March 2010, the eThekwini issued an updated rezoning register. This was used for information purposes and a filtering of the recommendations contained in the draft Conceptual Land Use Management Plan presented to stakeholders.

The assessment of the rezoning application register has revealed the following:

- The majority of applications within the HGK Corridor have been the rezoning of properties zoned Special Residential to Suburban Office or Transitional Offices.
- There have been instances of rezoning applications to take up development rights offered under the HGAC LDP.
- A significant number of properties within the HGAC still retain their original zoning (ie. zoning prior to the adoption of the HGAC LDP).
Table 5: SUMMARY OF REZONING APPLICATIONS BY VOLUME BETWEEN DECEMBER 2000 – JULY 2009

<table>
<thead>
<tr>
<th>DECISION STATUS</th>
<th>SITES WITHIN THE HGAC LDP AND HGK LUMP OVERLAPPING PROJECT BOUNDARIES (ie. Overlapping Areas)</th>
<th>SITES WITHIN THE BALANCE OF THE HGK LUMP PROJECT BOUNDARY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Properties</td>
<td>301</td>
<td>670</td>
<td>971</td>
</tr>
<tr>
<td>Applications Approved</td>
<td>38</td>
<td>12</td>
<td>50</td>
</tr>
<tr>
<td>Applications Refused</td>
<td>7</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Applications Awaiting Decision (eg. appeals) (note 1)</td>
<td>13</td>
<td>9</td>
<td>24</td>
</tr>
<tr>
<td>Applications where information Incomplete (Note 2)</td>
<td>14</td>
<td>8</td>
<td>22</td>
</tr>
<tr>
<td>TOTAL APPLICATIONS (Note 3)</td>
<td>72</td>
<td>28</td>
<td>93</td>
</tr>
<tr>
<td>PERCENTAGE OF PROPERTIES REZONED</td>
<td>12.6%</td>
<td>1.8%</td>
<td>5.2%</td>
</tr>
</tbody>
</table>

Note 1: Applications awaiting decisions may include applications on appeals, or still in due process.

Note 2: The Rezoning Register information is incomplete and/or the file information is not available to verify the status of the application.

Note 3: The percentage of properties rezoned is calculated as the percentage of applications approved in relation to the total number of properties.
Figure 12: Rezoning applications within the HGK LUMP project boundary (2000 – July 2009)
5.3.3. building stock (existing floor area) assessment

A floor area assessment was undertaken to determine the extent of existing building stock within the project boundary. The base information was supplied by the eThekwini municipality from its Valuation Roll and was included as a data-set in the GIS for the project.

The built stock assessment contributed towards determining the status quo of development within the Corridor. This also provided an understanding of the available floor area within the Corridor as well as the ability to compare the status quo with the potential available in terms of the HGAC LDP. The built stock assessment also provides tangible understanding of potential impacts for bulk service provision.

To address the above areas of assessment, Table 8 below indicates the permitted floor area, existing floor area and available floor area within the project boundary.

The most important information and central to future phases of the project is the calculation of available floor area for the project boundary. This has been determined for each site in terms of their floor area potential in terms of existing zoning and then deducting existing floor area (built stock) from the potential floor area. This assessment revealed that in terms of properties within the project boundary there exists in terms of their existing zoning approximately 779 031 m² exists of available floor area (see Table 6 below).

Table 6: Floor Area available in terms of existing zonings within the HGK LUMP project boundary (November 2009)

<table>
<thead>
<tr>
<th>Area within Project Boundary</th>
<th>Permitted Floor Area (m²) (1)</th>
<th>Existing Floor Area (m²) (2)</th>
<th>Available Floor Area (m²) (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sites within HGAC LDP and HGK LUMP</td>
<td>759 177</td>
<td>169 855</td>
<td>589 322</td>
</tr>
<tr>
<td>Sites within Balance of HGK LUMP</td>
<td>246 105</td>
<td>56 396</td>
<td>189 709</td>
</tr>
<tr>
<td>Total for HGK LUMP Project Area</td>
<td>1 005 282</td>
<td>226 251</td>
<td>779 031</td>
</tr>
</tbody>
</table>

NOTES:
1. The permitted FAR excludes the balance of HGAC LDP area outside of HGK LUMP boundary.
2. Existing Floor Area (Stock) is sourced from the Valuation Roll as supplied by eThekwini municipality (September 2009). The data supplied was used for valuation purposes and gathered from different sources with different degrees of accuracy.
3. Available Floor Area will be dependent on topographical conditions, environmental considerations, infrastructure servicing and market demand. Therefore the Floor Area available will in all likelihood not be able to be fully subscribed.

Whilst a number of properties have been rezoned in terms of the HGAC LDP, the vast majority of sites have not taken up the new zonings offered. In terms of the HGAC LDP the overall potential floor area that was adopted was 149.6 hectares or 1 496 000 m².

This potential was to be spread over a number of zone categories with the main opportunities being in the residential and Multi-Use and Mixed Use zone categories (see Table 7).

Of noting to this aspect of the assessment, is the comparison of the potential floor area contained in the HGAC LDP, the existing permitted floor area within the HGK LUMP project boundary to other major nodes locally and nationally. Table 8 illustrates these comparisons with it being evident that the potential floor area provided for in the HGAC LDP exceeds some local and national nodes.

With the current floor area availability in the context of infrastructure capacity constraints questions are raised over the realistic ability to provide for these opportunities. Simply put the HGAC LDP would increase the existing floor area potential of over 1 million square metres by a further 500 000 m². This potential is particularly high in the context where only approximately 226 251 m² of existing development rights within the HGK LUMP project boundary have been taken up.

Cognisance has and should be taken of the limits on taking up floor area opportunities (whether existing or proposed) by reason of for example topographical, environmental, infrastructure, market considerations. This means that notwithstanding the floor area available not all of this potential may be realised for the reasons given above. However, this available permitted floor area does provide critical input for future phases of the project.

It is worth noting that this trend in all likelihood applies to the properties forming part of the HGAC LDP boundary outside of the HGK LUMP project boundary.

This available floor area in the context of existing infrastructure capacity and investment in bulk infrastructure such as the upgrading of Old Main Road does point the preparation of the HGK Conceptual Land Use Management Plan in a direction so as to adequately respond to the strategic objectives of the IDP and SDF or achieving equity, efficiency and sustainability.
Table 7: POTENTIAL FLOOR AREA (note 1)  
(Source: HGAC LDP, 2000)

<table>
<thead>
<tr>
<th>ZONE</th>
<th>AREA (HA)</th>
<th>FAR</th>
<th>POTENTIAL FLOOR AREA (HA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential 1</td>
<td>137.3</td>
<td>0.3</td>
<td>41.2</td>
</tr>
<tr>
<td>Residential 2</td>
<td>172.3</td>
<td>0.35</td>
<td>60.3</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>309.6</strong></td>
<td><strong>0.65</strong></td>
<td><strong>101.5</strong></td>
</tr>
<tr>
<td>Multi Use and Retail/Office 1</td>
<td>14.3</td>
<td>1</td>
<td>14.3</td>
</tr>
<tr>
<td>Multi Use and Retail/Office 2</td>
<td>3.9</td>
<td>0.5</td>
<td>2.0</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>18.2</strong></td>
<td><strong>1.5</strong></td>
<td><strong>16.3</strong></td>
</tr>
<tr>
<td>Suburban Office</td>
<td>14.7</td>
<td>0.35</td>
<td>5.1</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>14.7</strong></td>
<td><strong>0.35</strong></td>
<td><strong>5.1</strong></td>
</tr>
<tr>
<td>Low Impact Mixed Use 1</td>
<td>4.2</td>
<td>0.4</td>
<td>1.7</td>
</tr>
<tr>
<td>Low Impact Mixed Use 2</td>
<td>6.3</td>
<td>0.25</td>
<td>1.6</td>
</tr>
<tr>
<td>Low Impact Mixed Use 3</td>
<td>8</td>
<td>0.35</td>
<td>3.0</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>18.5</strong></td>
<td><strong>1</strong></td>
<td><strong>6</strong></td>
</tr>
<tr>
<td>Low Impact Industry</td>
<td>1.6</td>
<td>1</td>
<td>1.6</td>
</tr>
<tr>
<td>Low Impact Industry</td>
<td>1.9</td>
<td>0.4</td>
<td>0.8</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>3.5</strong></td>
<td><strong>1.4</strong></td>
<td><strong>2.4</strong></td>
</tr>
<tr>
<td>Health and Social</td>
<td>15.5</td>
<td>0.35</td>
<td>5.4</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>15.5</strong></td>
<td><strong>0.35</strong></td>
<td><strong>5.4</strong></td>
</tr>
<tr>
<td>Education</td>
<td>21.7</td>
<td>0.4</td>
<td>8.7</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>21.7</strong></td>
<td><strong>0.4</strong></td>
<td><strong>8.7</strong></td>
</tr>
<tr>
<td>Public Buildings and Institutions</td>
<td>12</td>
<td>0.35</td>
<td>4.2</td>
</tr>
<tr>
<td>SUB-TOTAL</td>
<td><strong>12</strong></td>
<td><strong>0.35</strong></td>
<td><strong>4.2</strong></td>
</tr>
<tr>
<td>TOTAL</td>
<td><strong>413.7</strong></td>
<td><strong>6</strong></td>
<td><strong>149.6</strong></td>
</tr>
</tbody>
</table>

Note 1: The above table was headed “Existing and Potential Floor Area” in the adopted HGAC LDP. In the review of the HGAC LDP, as part of the HGK LUMP project it was determined that this table reflected Potential Floor Area and does not include the Existing Floor Area category.

Table 8: Floor Area comparison

<table>
<thead>
<tr>
<th>Area</th>
<th>FAR</th>
<th>Floor Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>HGAC LDP (yr 2000)</td>
<td>1</td>
<td>469 000m²</td>
</tr>
<tr>
<td>HGK LUMP (2009)</td>
<td>1</td>
<td>1 005 282m²</td>
</tr>
<tr>
<td>Durban CBD (core)</td>
<td>1</td>
<td>1 500 000m²</td>
</tr>
<tr>
<td>Sandton</td>
<td>1</td>
<td>1 000 000 m² – 1 500 000 m²</td>
</tr>
<tr>
<td>Umhlanga Ridge New Town Centre</td>
<td>1</td>
<td>700 000 m²</td>
</tr>
</tbody>
</table>
5.3.4 Summary of Land Use Management Trends:

- The majority of rezoning applications have been for Suburban Office and Transitional Office zone categories.

- There have been instances of rezoning applications to achieving alignment with HGAC LDP.

- Certain applications have been refused by the eThekwini municipality for reasons including the proposal not being aligned with the HGAC LDP or infrastructure capacity issue. In some instances these decisions of refusal have been taken on appeal and have been successful resulting in ‘spot zonings’

- A significant proportion of property owners within the HGAC LDP project area have not taken up the opportunities to rezone their properties and achieve the potential floor area provided for in the HGAC LDP.

- Within the HGK LUMP project area there is an available permitted floor area of approximately 779,031 m².

- Both the extent of available floor area within the HGK LUMP project area together with the potential floor area contained in the HGAC LDP is comparable to major local and national nodes and development areas which has led to considerations of the most appropriate response for the HGK Conceptual Land Use Management Plan.

- Bulk infrastructure capacity, especially waste water and traffic remain key challenges within the HGK Corridor and surrounds.

The conceptual approach to the development of the Conceptual Land Use Management Plan has acknowledged but also developed further the approach taken in the HGAC LDP. Acknowledgement of the conceptual approach of the HGAC LDP is due to their continued relevance evidenced by the findings of the Status Quo Analysis, but tempered with the reality check in terms of the floor area available for development balanced against infrastructure capacity issues.

The conceptual approach to the HGK Conceptual Land Use Management Plan is to “repair”, “restructure” and “protect” but to expand the conceptual approach to also to “consolidate”, “regenerate” and “catalyze” (see Figure 13).

Figure 13: Conceptual Approach for the Hillcrest Gillitts Kloof Conceptual Land Use Management Plan

- **REPAIR**
  - The environmental quality within the OMR corridor and especially around nodes continues to be compromised. These therefore need to be repaired ‘in-situ’ over time.

- **RESTRUCTURE**
  - The repair approach is to be supplemented with steps to continue to “restructure” activity, without placing pressure on infrastructure, but which prepares the area for the management of future growth and change.
“PROTECT” The precincts or neighbourhoods which have their environmental quality intact and which function efficiently should be protected.

“CONSOLIDATE” To consolidate and strengthen existing strategic investment in nodes within the corridor, and in particular bulk infrastructure investment.

“REGENERATE” The regenerate approach is to create the context and opportunity for areas either in or starting to decline to be regenerated.

“CATALYZE” To create opportunities for and direct investment to those sites/nodes which will have a catalytic impact on specific areas within the Corridor.
7. towards a conceptual land use management plan

7.1. scenarios given the current reality

Arising out of the Conceptual Approach and based on the conclusions of the Status Quo Analysis and current reality, three scenarios were developed. These scenarios are described in Table 9 below and represent choices to be made in going forward either to:

- retain the status quo
- invest in infrastructure upgrade and development so as to meet existing capacity demands together with limited amendment to the HGAC LDP so as to regularize decisions on rezoning applications and housekeeping matters especially along Old Main Road, Hillcrest.
- Invest in infrastructure upgrade and development so as to meet existing capacity demands, but that this infrastructure investment also be focused around the spatial implications of implementation around the transfer of development rights so as to achieve the elements of the conceptual approach.

These scenarios were presented to Council’s departments for input as well as the stakeholders as part of the public consultation phase of the project. Comments on these scenarios and draft Conceptual Land Use Management Plan were obtained from stakeholders and inform the finalisation of the recommended Scenario 3.
## Table 9: Scenarios Towards the Development of a Conceptual Land Use Management Plan for Hillcrest Gillitts and Kloof Corridor

<table>
<thead>
<tr>
<th>Scenario 1</th>
<th>Scenario 2 (has two parts)</th>
<th>Scenario 3</th>
</tr>
</thead>
</table>
| **Status Quo** remains where "do nothing" in terms of infrastructure upgrade and HGAC LDP remains in place. | **Scenario 2a:** Focus on investment in infrastructure so as to "catch-up" and thereby address capacity (e.g. regional waste water works, road and public transport infrastructure).  
+ Should protect the rates base by enabling existing development rights to be taken-up.  
+ The HGAC LDP would be retained as a policy BUT during the infrastructure "catch-up" no further rezoning approvals in terms of the HGAC LDP. | **Focus on investment in infrastructure so as to "catch-up" and thereby address capacity (e.g. regional waste water works, road and public transport infrastructure).**  
+ **Adopt a Conceptual Land Use Management Plan for the Hillcrest Gillitts Kloof corridor so as to manage and co-ordinate development in terms of the conceptual approach and which works with existing zonings and potential development rights.**  
+ **The Conceptual Land Use Management Plan would be supported by a toolbox to manage development rights. The preferred toolbox is the Transfer of Development Rights (TDR’s) given existing development rights potentials.**  
**The TOD approach means:**  
1. Council guides and facilities the private sector in the reallocation of rights to specific nodes/areas (known as "Receptor Area/s").  
2. The areas from which rights would be transferred are known as “Sending Area/s” and preferably should be geographically and functionally linked to the Receptor Area so as to ensure that there is no distortion in the market.  
3. The private sector is the negotiator/broker of the securing these rights from sending areas.  
4. Sites within the Receptor Area would be rezoned to accommodate additional rights received.  
4. A condition is inserted into Title deeds stating cap on development rights on sending and receiving sites. |
7.2. Transfer of development rights – a tool for implementation

There is extensive international best practice for the use of TDR’s under various development circumstances. The principle behind TDR’s is that within the basket of available development rights, the surplus /available rights are re-allocated to sites where increased development rights are required to meet certain objectives/strategies.

The areas from which rights are ‘sent’ are known as ‘sending areas’. The area/s which ‘receive’ these rights are known as ‘receiving areas’ (or ‘receivers’). The delineation of both the sending and receiving areas is informed by strategic objectives and determined by a number of criteria. These criteria may include strategies around densification, urban form, building typologies, environmental considerations, bulk infrastructure provision and public transport as well as consideration of impacts on the property market. Figure 14 below illustrates the TDR model.

In the case of the HGK LUMP project boundary the current reality is that there exists significant potential floor area in terms of existing zonings. Given existing and potential demand on infrastructure capacity (i.e. road and waste water capacity) means that the TDR approach presents a reasonable and workable toolbox for decision-makers and stakeholders as it relates to the Hillcrest Gillits Kloof corridor.

In implementing the TDR model the parameters for development should be described in Precinct Plans which are then translated and included in the Land Use Management System.

Consideration of the development rights transfer ratios are also important as the impact of land uses does vary say between residential and commercial land uses. Therefore for example, the transfer of residential rights to be used for commercial purposes should not be transferred at a ratio of 1:1. Rather best practice suggests that residential rights transferred for commercial use should be at least 2:1 or 3:1 or even higher subject to detailed planning.

Therefore in the case of the HGK LUMP the available floor area on residential zoned properties could be transferred to increase densities within a defined receptor area so as to meet the strategic objectives of consolidation, regeneration of the receptor area.
Figure 14: Illustrative representation of the Transfer of Development Rights model
8. hillcrest gillitts kloof activity corridor
conceptual land use management plan

The Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan represents the culmination of the status quo analysis, the conceptual approach and Scenario 3 described above, and includes the inputs from the stakeholder engagement process.

In order to represent the Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan at a scale suitable for interpretation it has been split into two parts:-

- Hillcrest and Gillitts portion of the Corridor (Figure 15)
- Kloof portion of the Corridor (Figure 18)

This section addresses the land use aspects of the Hillcrest Gillitts Kloof Conceptual Land Use Management Plan followed by high level statements on density and design guidelines so as to inform the preparation of Precinct Plans for key nodes/areas that will be prepared in a subsequent phase of the project.

The key aspects of the Hillcrest Gillitts Kloof Conceptual Land Use Management Plan may be described as follows:-

8.1. Hillcrest / Gillitts (refer to Figure 15)

(The numbering of projects/areas is based on the legend in Figure 15)

1. The main structuring element of the Conceptual Land Use Management Plan is the delineation of the Receptor Area along Old Main Road, Hillcrest in the existing core commercial area where mixed use development and specifically the integration of retail, office and medium density residential will be encouraged. Opportunities for GASH housing and affordable housing should be promoted.

Given the availability of floor area within the HGK project area and surrounds, the Receptor Area will perform the function of receiving development rights in terms of the Transfer of Development Rights principle so as to achieve the consolidation and regeneration necessary within the HGK Corridor.

The Receptor Area is defined by the core commercial node of Hillcrest from The Colony retail development to the west, along Elangeni Road, with the railway line forming the northern boundary as far as Halkirk Farm and the Heritage Market on the southern side of Old Main Road. The eastern and southern boundary of the Receptor Area follows the cadastral boundary of the Heritage Market along Delamore Road, Margarets Road,
Highbury Road (and includes the Outer West regional offices) and returns in a northerly direction to Old Main Road.

The specific focus within the Receptor Area will be to create residential opportunities integrated vertically into existing commercial developments. The purpose being to regenerate and consolidate the Receptor Area and create a 'work', 'live', 'play' environment which is sustainable and strengthens existing investments in bulk infrastructure (see Figures 16 and 17 below). An example of this approach would be in the case of 'The Colony' development where additional residential opportunities should be created vertically above the existing commercial activities.

This approach will also consolidate opportunities so as to reinforce recent investment by the eThekwini municipality in upgrading Old Main Road as well as support a public transport strategy. This public transport strategy would at first be reliant on the mini-bus taxi and bus modes, but a shift to the rail mode should also be prioritized with relevant stakeholders during implementation of the Hillcrest Gillitts Kloof Corridor Conceptual Land Use Management Plan. For this reason, key opportunities presented by the Hillcrest station means that the station has been included in the delineation of the Receptor Area.

A further motivation for these residential opportunities is that due to the change in demographics within the HGK Corridor, young adults who have grown up in the area but wish to continue residing in the HGK Corridor do not have residential opportunities to do so. Certainly any existing residential opportunities are largely un-affordable for many new entrants into the housing market and therefore it is considered that there is a high demand for such housing within the Receptor Area.

In order to achieve the density required to encourage the mixed use and in particular medium density residential opportunities it will be necessary to introduce new height maximums. This could also be incentivized during the development process through a requirement that for each additional storey of commercial development within the Receptor Area above two storeys a storey of residential development is required is an important tool to consider. Further urban design guidelines should include requirements for residential set-backs above ground level so as to manage the interface with the street and private parking areas.

Whilst there is a clear approach around restructuring and consolidation within the Receptor Area, there will be a need to unpack these proposals through more detailed planning in the form of precinct plans for the core Hillcrest node of the Receptor
Area and by implication to assess and make recommendations for maximum densities and heights within the Receptor Area. However, around the core of the Hillcrest node a height of at least 4 storeys is recommended. In some instances this height could be even greater to respond to existing structures or topographical considerations (for example for properties along the railway line). It is through these height increases that residential opportunities can be realistically provided.

Specific statement in the Precinct Plans should include requirements for appropriate integration of private investments into the public realm. The current lack of integration and monolithic nature of parking areas requires revitalization as spaces through which pedestrians and users can easily move. Clear pedestrian linkages and connections across and between the mixed use developments should be achieved.

The need for appropriate north-south linkages across Old Main Road, Hillcrest is also required. Current upgrades of Old Main Road, whilst meeting traffic movement demands, has meant that this system is somewhat divisive in terms of north-south pedestrian movements and causes private car users use their vehicles to move between commercial opportunities on either side of Old Main Road. This issue requires greater attention in terms of integration with and providing opportunities for north-south pedestrian linkages. Further consideration of public transport options, such as shuttle system, to provide for movement between investments along Old Main Road could be considered as part of the solution.

Within the Receptor Area appropriate leisure and lifestyle services should include a gym and other recreational facilities. There has been increasing interest by national gym’s to locate a facility in Hillcrest. As these facilities typically have sub-regional catchments and strengthen like commercial investment it is considered that to position such a land use within the Receptor Area would not only meet their function but would also contribute towards the live, work, play function of the Receptor Area.

To give effect to the Receptor Area, it may be necessary to formally rezone these properties or at the least incorporate the delineation of the Receptor Area into the Land Use Management System.

2. On either side of Old Main Road and between the Heritage Market and the M13 it is proposed that the existing demand for Suburban Transitional Office opportunities be encouraged and formalized. This will require the introduction of a new zone
category which consolidates the current Suburban Office and Transitional Office zone categories. This arises out of the need for one zone category within the Corridor and operative Town Planning Schemes and ultimately the new land use management system for alignment and avoiding duplicity in zone categories.

3. Since the adoption of the HGAC LDP the Toyota development is being proceeded with. It is recommended that in support of the approach with the M13 node, and in order to ensure the success of the Receptor Area concept that commercial development is limited.

4. M13 node: whilst the HGAC LDP has promoted the M13 node for commercial development it is considered that this proposal be suspended. The triggers for development of the M13 node for commercial purposes would be driven firstly by the success or transfer of rights into the Receptor Area and the take-up of commercial opportunities and secondly, the availability of bulk infrastructure to support a commercial node at the M13. To proceed with the commercialization of the M13 node would undermine the success of the Receptor Area development. (see additional comments on 5(i) and 5(ii) below).

5. 5(i) Hallkirk Farm and 5(ii) Emberton: Applications have been received by the eThekwini municipality for medium density housing together with fairly extensive commercial components. It is considered that any commercial component of these residential proposals should be limited to serving local convenience needs. To extend these commercial opportunities to larger facilities would not only undermine the intent and any potential investment in the Receptor Area but would further scatter commercial opportunities along Old Main Road, Hillcrest, where trends are showing pressure on the performance of many of the existing commercial activities.

6. Hilldene Road: Many of the impacts of the Heritage Market are management related and as a result of the built form and its design. There has been increasing pressure for Suburban Office development as an appropriate response to these impacts. However, there is a strong likelihood that should properties in Hilldene Road be rezoned to Suburban Offices then this will create a domino effect and leap-frogging of office development along Delamore Road. The recommended land use alternative would be to reinforce the Receptor Area by encouraging Low Impact Medium Density Housing (10 units per hectare).
7. **Botha’s Hill**: It is proposed that the Botha’s Hill node be retained as a tourism node.

8. **An indicative delineation of Sending Areas (ie areas from which development rights are transferred has been provided. However this is not a fixed delineation and requires further assessment and determination by the Council outside of the scope of this project. However, it is proposed that existing zonings are retained and the HGAC LDP zonings are not proceeded with.**

9. **It is proposed that along Old Main Road, Gillitts opportunities for Suburban Transitional Office be promoted so as to consolidate and provide for market demands without encroaching into the core residential areas surrounding Old Main Road.**

10. **Hamilton Crescent is to be retained for residential purposes but with a specific focus on providing tourism opportunities in the form of B&B’s and Guest Houses.**

Further, the need to continue to provide opportunities for residential densification along Old Main Road through Low Impact Medium Density Housing (10 dwelling units per hectare) within Hamilton Crescent, subject to application details and in particular an assessment of density, typology and infrastructure servicing capacity (for example, traffic impact would be of particular importance). Properties in Hamilton Crescent are on average 4000m² in extent. The preferred scenario is that property owners or subsequent developers consolidate a number of properties so as to more successfully address many of the infrastructure issues as well as enable space optimization and a greater opportunity for integration of the housing development into communal/private open space areas. It is necessary to give consideration to the integration of the development into the streetscape, especially in terms of boundary walls so as to ensure that there is an appropriate design response which does not create ‘tunnel’ effects along Hamilton Crescent.
Figure 15: Hillcrest Gillitts Kloof Conceptual Land Use Management Plan (Hillcrest - Gillitts)
Figure 16: Existing development pattern along Old Main Road, Hillcrest

Figure 17: Desired Mixed Use development along Old Main Road, Hillcrest (ie. Receptor Area)
Kloof (refer to Figure 18)
(The numbering of projects/areas is based on the legend in Figure 18)

11. Old Main Road, Kloof has already experienced a number of applications (some of which have been approved) for Suburban Office development. The demand for this land use is also reinforced in the Status Quo Assessment section of this document. However the release of sites for Suburban Transitional Office is to be phased from the west of Old Main Road, Kloof and will be based on triggers or pre-conditions so as to adequately accommodate infrastructure capacity and the built form responses. Therefore:

- Phase 1: northern and southern side of Old Main Road up to Heyfield Road, with Msenga Road as southern boundary and railway line as northern boundary;

- Phase 2: between Heyfield and Civic Hall but limited to those properties fronting onto Old Main Road;

The eThekwini municipality’s consideration of applications for Suburban Transitional office zoning within each phase should be driven by the following triggers/pre-conditions:

- a proven demand for Suburban Transitional Office development based on take-up in previous phases identified in this portion of Old Main Road, Kloof;
- the availability of existing office accommodation on sites already zoned for commercial/office purposes within the wider Kloof area which could adequately accommodate activities proposed to locate in the Suburban Transitional office zone;
- infrastructure capacity availability (e.g. traffic).

12. It is proposed that the Field’s Hill node be rezoned for Suburban Transitional Office purposes so as to accommodate existing demand and rezoning approvals for this land use. This rezoning will be subject to infrastructure assessment and it is recommended that where possible integrated access arrangements be introduced so as to minimise the number of access points.

13. The five sites situated at Charles Way/Victory Road and surrounded by the Kloof Country Club are recommended for rezoning to Suburban Transitional Office as a holistic
development. They are currently an island adjacent to the existing office development (Sanyati Park). The recommendation for a holistic re-development is based on the need to achieve a greater efficiency in development costs, the delivery of infrastructure, space utilisation and the provision of private open areas.

14. The agriculture activities on this site perform an important role within the HGK Corridor both in terms of reinforcing the identity of this portion of the Corridor, but also as part of the Old Main Road streetscape system. This urban agriculture land use should therefore be retained and promoted.
Figure 18: Hillcrest Gillitts Kloof Conceptual Land Use Management Plan (Kloof)
10. Implementation of the Hillcrest Gillitts Kloof Conceptual Land Use Management Plan

**WORKSTREAM 1**

- Suspend the HGAC LDP and substitute with the HGK Conceptual Land Use Management Plan. All existing zonings remain in place with the exception of the Suburban Office and Transitional Office zones which are to be rationalised as Suburban Transitional Office zone.

- Undertake a Pilot Project within the HGK LUMP project area for the implementation of the Transfer of Development Rights model and in particular definition of the "Sending Areas".

**WORKSTREAM 2**

- Prepare Precinct Plans for nodes within the "Receptor Area" so as to prepare detailed urban design guidelines and development parameters.

**WORKSTREAM 3**

- Amend the Consolidated Outer West Town Planning Scheme to include the properties included in the HGK PPLUMP project area as well as the balance of properties comprising the HGAC LDP. All existing zonings would remain with the exception of the Suburban Office and Transitional Office zones which are to be rationalised. The intent of the HGK Conceptual Land Use Management Plan would be secured through the rezoning of properties.

- Amend the COWTPS to include the Suburban Transitional Office zone category. This means rationalising the existing Transitional Office and Suburban Office zones into one zone category "Suburban Transitional Office" with development controls retaining existing densities but with additional statements regarding land use, built form, Site Development Plan requirements.
Annexure 1: summary of comments received and response to comments

Annexure 1 is contained in a separate document