



## **Summary of TTA activities during the Covid-19 national lock-down period**

### **1) Communication**

- a) Created WhatsApp & Telegram groups for fast and efficient communication
- b) Provided members with **verified** updated information as and when it was released
- c) Maintained an indexed updated information portal for easy reference  
<https://www.tshwanetourism.com/covid19> with links to other essential websites and forms
- d) Stimulated conversations on WhatsApp groups to enable members to discuss and formulate solutions as a collective

### **2) Membership**

- a) Currently supporting and representing **568 members** in the Tourism Industry
- b) TTA Opened up 3 months free membership to be able to assist, and lobby on behalf of, SMMEs who have been unable to join associations in the past

### **3) Business development and support**

- a) Collated and submitted list of accommodation establishments willing to serve as quarantine and isolation facilities, with data on their proximity to major hospitals, to relevant government departments and Ubuntu Beds.
- b) Promoting restaurants doing self-deliveries and call-and-collect through social media and website portal to assist them to avoid high costs of third party delivery platforms.

- c) Consulted numerous professionals from the insurance industry (FSCA, attorneys, advocates, independent loss adjusters, etc.) to formulate a sound process for members to follow regarding the insurance challenge.
- d) Consulted the FSCA, attorneys and advocates to begin preparing for legal action regarding the insurance challenges.

#### **4) Lobbying**

- a) Requested and received representation to national government via TBCSA
- b) Submitted survey results of restaurants regarding feasibility of restrictions on reopening via TBCSA to demonstrate which restrictions are not feasible
- c) Submission to TBCSA regarding concerns about RASA governance and representation
- d) Submitted a letter to the minister requesting government assistance to address the following:
  - i) Property owners and landlords be encouraged allow for cancellation and renegotiation of leases;
  - ii) Rates and taxes on retail properties to be revised or placed on hold;
  - iii) Municipalities consider lowering rates and taxes for retail properties to stimulate the economy;
  - iv) That Municipalities defer utilities until cash flow is restored and revised the demand billing model;
  - v) Banks be required not to foreclose, stop fees, debit orders, and to refinance loans at new interest rates so that they can be adhered to;
  - vi) Improved communication from the UIF to workers on payment statuses.
- e) Submitted concerns and queries regarding the TERS system and payouts to the UIC Commissioner via TBCSA, and directly, twice.
- f) Submitted further request to National Government via TBCSA for assistance and relief regarding:
  - i) Regulations to address percentage of normal occupancy and not prescribe numbers (i.e. allow businesses 70% of occupancy instead of max 100 persons);
  - ii) Separate business events vs social and cultural events for re-opening;
  - iii) Protocols should be effective but not be cost prohibitive;

- iv) Consideration for the unintended negative consequences of rapid decisions where business owners at the coal-face were not consulted and are allowed to open with unsustainable restrictions in place and their financial obligations become due this could result in the closure of many more businesses than would have been the case should they have stayed closed and only been allowed to reopen under full operation;
- v) Request for a platform to share best practice, templates, forms, guidelines etc - especially for SMME's to learn from large corporates.

### **5) Re-opening support**

- i) Submitted 19 pages of proposed protocols to assist motivate the earlier reopening of the industry (drawn from member survey)
- ii) Submitted 6 pages of member comments on draft framework for sectors – Level 4 to CoGTA and TBCSA
- iii) Participated in online meeting with TBCSA and SAT regarding "Tourism Recovery Scenario/Plan – de-risking the industry"
- iv) Assisted accommodation members to obtain permits from DoT
- v) Joined forces and collaborate with the Restaurant Collective (<https://www.therestaurantcollective.co.za/>) lead by Ocean Basket's CEO Grace Harding & Tashas' Founder Natasha Sideris to assist.

### **6) Future discussions and projects post COVID-19**

- a) Bi-monthly meetings with TEDA (Tshwane Economic Development Agency)

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