

# MIDCITY

# FOCUS

## 2019:3

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## FROM THE CEO'S DESK

Dear colleagues

We are nearly half way through the new financial year and it is most definitely time to provide you all with an update of where we are and where we are heading.

We are excited to inform you that the results for Q1 of the 2019/20 financial year are very good and we are on track to deliver results similar to last year, i.e. solid growth and exceeding budget!!!

For Q1 we have exceeded our profit targets by 41% which is an excellent start to the new financial year. Thank you to all divisions and staff for their contributions. If we can keep this performance going, we are heading for another year of above average bonuses.

In the previous MidCity Focus we mentioned that we are considering medical aid plans and this is in the final stages of implementation. We are planning to have this functional by 1 October 2019 and this has been communicated to you via a communiqué from me.

Our annual winners in the Cross-Selling competition were hosted to a super event at Blu Saffron and I have no doubt that you have heard everything about it. 😊

Enjoy this edition and remember teams are always better than individuals.

This month I will leave you with some good reading and best practices about recognition, enjoy!!



## CEO's Recommended Reading: Recognize employee achievement by using seven best practices

You can bring seven best practices to bear when you want to recognize people who do good work:

1. Appreciate good tries – By acknowledging regular milestones and even initiatives that don't work out, you provide a positive feedback chain.
2. Say thanks right now – Immediately thank someone for doing something. Don't wait for a meeting or special event.
3. Praise often – Leaders of thriving teams provide positive feedback at least every week.
4. Share details – Let people know that you saw specifically what they did to help a project succeed or to help the team reach a milestone.
5. Build on important values – Notice when an employee embodies or supports company values and point it out approvingly.
6. Celebrate great results – Find a way to mark significant successes that matter to the person you're praising. You could offer an award, a promotion or a chance to lead a project.
7. "Take a STEP" – When you formally present an award, relay a "story" about the achievement, gather the team "together" to make the honour public, "emphasize" the core value that the accomplishment represents and "personalize" the moment.

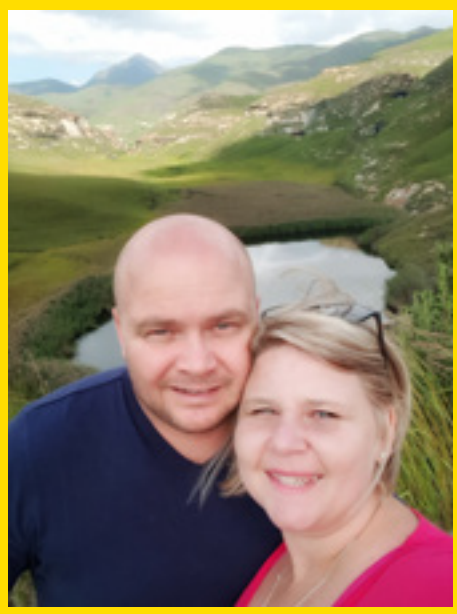


# PROFILE OF THE QUARTER

## DIOUNIE STRYDOM

FACILITIES MANAGEMENT

FACILITIES MANAGER



### 1. What was your biggest opportunity to date?

Being offered the opportunity to manage the Facilities Department, to grow and be part of a successful company and being able to contribute and being valued.

### 2. What are your other interests besides property?

Hunting, Reading and all types of Arts and Crafts Markets

### 3. Who is the person that you would most like to meet?

One of my favourite books is "The 7 Habits of Highly Effective People" and I would like to have a coffee with the author Stephen Covey and pick his brain. Being a father of 9 kids and having a very successful career and balancing all areas effectively is someone to learn from.

### 4. How do you recharge?

Enjoying a cup of coffee or a Gin and Tonic (If the day calls for it ) with my husband at home talking about everything and nothing. Bouncing off thoughts, ideas, dreams and motivation off one another.

### 5. Where in the world would you like to travel to?

Venice, Italy.

### 6. What is one word you would use to describe yourself as a child?

Strong-willed

### 7. What kind of impact do you believe you have on people?

I would like to believe that I have a positive impact on most people, that motivates and supports them. I'm also realistic enough to know that I'm not everyone's cup of tea and that I will not have the same impact on them and that's fine.

### 8. What characteristic do you most admire in others?

Authenticity, I have a lot of respect for people that stay true to who they are and who are transparent throughout all areas of their life.

### 9. If you were to tell one person "Thank You" for helping me become the person I am today, who would it be and what did they do?

I would have to say my mom. She has always been my biggest supporter and motivator. She has taught me how to deal with adversity and never giving up.

### 10. When are you the happiest?

I'm at my happiest when I'm surrounded by my closest friends who are like family, my husband and my little boy. Playing games, laughing like crazy and being content.

### 11. What one memory do you most treasure?

The day my son was born.

### 12. What is your philosophy in life?

Stand for something or fall for everything.

### 13. What super power would you like to have?

Time-Travel. There are moments in my life that I treasure that I would definitely like to relive.

### 14. Fill in the blank: If you really knew me, you'd know.....

My favourite colour is blue, I hate horror movies, I will never take the first or last item on a shelf and my favourite series is The Big Bang Theory.

### 15. What was your most interesting experience this year?

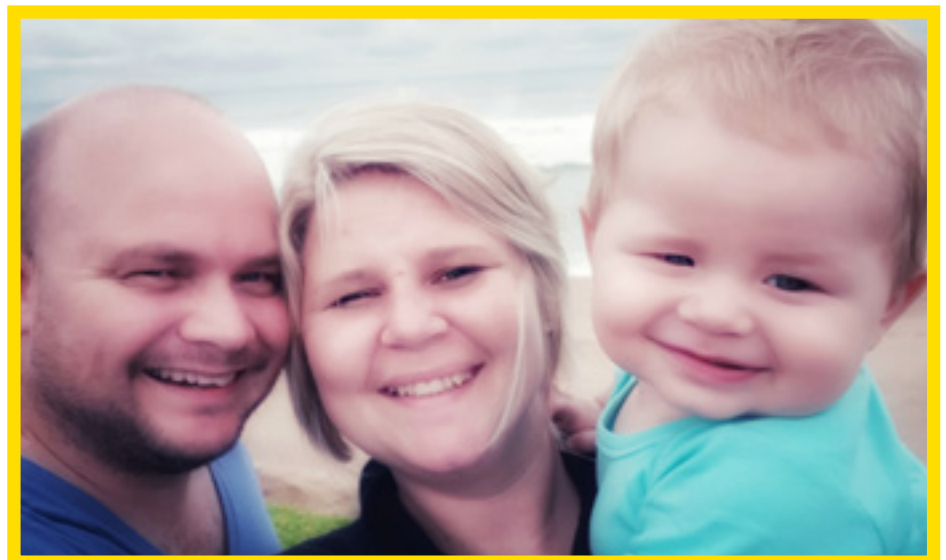
Experiencing our ocean and wildlife holiday through my 2 year olds eyes. All the WOWs, Ooohs and Aaaah moments are truly priceless.

### 16. If you were 80 years old, what would you tell your children?

I would tell them that I'm proud of them and love them to bits and to always remember to enjoy the simple things in life because at the end those simple things turn into the only things that matter and you remember and treasure. Always be kind to people even if they are not kind back, you never know what battles or demons they are faced with. Work hard even when no-one is watching, in the end it will be worth it.

### 17. How long have you been working at MidCity?

5 years



# MidCity CALENDAR

2019

MANDELA  
DAY

JULY						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

WOMEN'S  
DAY

SPRING  
DAY

CASUAL  
DAY

SEPTEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

HERITAGE  
DAY

DISCOVERY/  
JACARANDA  
SPRING  
WALK

RUGBY WORLD CUP  
KICK-OFF

# WELCOME!

## NEW STAFF MEMBERS

<b>New Staff</b>	<b>Maritza Coetzee - Titles</b>
	<b>Theo Trollip - Ascendant</b>
	<b>Thato Malatje - Utilities</b>
	<b>Pieter Schoeman - Utilities</b>
	<b>Mamo Loate - Prop Admin</b>

## BIRTHDAYS

### JULY

4	Koos Croukamp
4	Rebekah Poonsamy
5	Jo van der Merwe
6	Wilhelmina Kekana
11	Geelbooi Sidioki
16	Theo Trollip
17	Carol Wyeth
19	Elize Britz
26	Lindiwe Ditodi

### AUGUST

3	Lily Moriri
4	Angelique Botha
9	Chris Gunter
10	Manny Stassen
11	Jean-Ley Stirk
11	Sarah Kubeka
12	Sicelo Shongwe
17	Shadi Kgahe
21	Kgodisho Mashego
26	Ruanda Silbermann
30	Lezille Fisher

### SEPTEMBER

16	Danny Sekhale
16	Charlene Snyders
17	Stephanie Atkin
18	Willem de Lange
18	Maliska Labuschagne
22	Zellia Dos Santos
24	Justice Maako
27	Lebogang Matlala
28	Eugene Abrahamse
28	Renaldo Greeff
29	Antionette Schoeman
30	Johan Basson

# CORPORATE SOCIAL INVESTMENT

## 67 Minutes For Mandela 18 July 2019

MidCity Picks Up Litter at Walkerspruit for Mandela Day.

Nelson Mandela spent 67 years making the world a better place. To celebrate Mr Mandela's birthday, the MidCity group engaged in a clean-up operation on 18 July 2019, pledging 67 minutes of company time to cleaning up parts of the Walkerspruit river in Sunnyside, Pretoria.

MidCity's focus this year regarding our Corporate Social Investment commitment is to make a noticeable difference in our community. What better way to give back to our community than by cleaning up the area around our business premises. Dozens of MidCity employees worked together to collect a large amount of refuse in and around Walkerspruit. With enthusiasm, laughs and hard work, we believe that we achieved our goal of honouring Nelson Mandela by making our community a better place to live and work.



# PHOTO BOOTH #FLASHBACK

2005

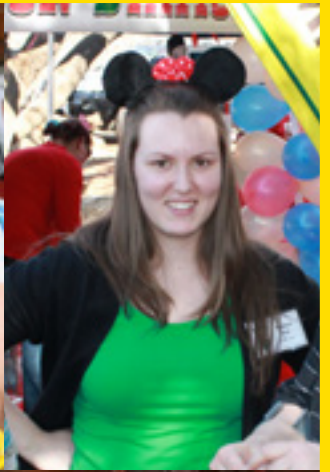


2011





2013



# Insure City

What a first half of the year it has been. As we look back on the last 6 months of 2019 a lot has happened. New staff members, exams, audits, deadlines, CPD, challenges, training and more.

Insure City welcomed Jean-Ley Stirk to our department and she is adapting very well. She has completed and passed her RE5 exam and we congratulate her for putting in the hard work, it has paid off.

The last FAIS audit was on the 22nd of July 2019 and all went well.

We are all putting in a lot of time to meet deadlines that was given to Insure City from our Compliance Office – Masthead, creating new FAIS documents and procedures that needs to be in place.

Continues Professional Development (CPD) is one of our FAIS requirements and we are constantly attending seminars, doing product specific training, reading up on articles that pertains to insurance and the service we deliver, to be the best in our field of expertise.

Insure City faces a lot of challenges daily and I am happy to say we are overcoming those challenges one at a time as a team.

Insure City strives to give the best service to our clients and will keep on doing so for many years to come.

Cross-Selling: Referrals has picked up again and a big thank you to all of you who provided us with referrals. Please keep on sending us those referrals.

Until next time.



## MidCity Utilities

The third quarter of 2019.... it is during this time of the year that MidCity Utilities is in the midst of tariff increases that has a great impact on both our clients and ourselves. As can be seen in the general media, Tshwane has yet to publish the official tariff increases. In the meantime, we applied an increase of 13.07% in anticipation of the final figures from Tshwane.

We are also proud to announce that the MidCity Utilities' Portal has been successfully launched at the beginning of July 2019.

Above all, it is business as usual at MidCity Utilities in that we strive to improve ourselves and our service to our customers by focusing on the conversions of our conventional metered clients to our Smart Metering Platform.

\*\*\* Fun fact on electricity: Electricity travels at the speed of light - more than 300,000 kilometers per second! \*\*\*



# MidCity Titles

We are halfway through the year and our main goal remains; striving for growth & excellence.

The Titles Team welcomed Rebekah Poonsamy & Maritza Coetzee as they have joined us as Portfolio Managers in May & June 2019. Gereldine Ernest resigned, and Shadi Kgahe was appointed in her place as Portfolio Assistant. We wish all the new team members the very best.



The NAMA trustee Training Seminar was held on the 8th of June 2019. Our trustees' attendance was excellent and our personnel insured that the MidCity name was held very high.



We said goodbye to Johan Hoffmann who has been with Midcity for over 11 years. Johan will retire and is moving closer to his children and grandchildren in East London. We wish him well with the new chapter in his life.

### Some very exciting news:

Hazeldean Office Park has won the SALI Awards 2019. We thank our staff involved with the Management of the Office Park for their very positive contribution there.



# MidCity Prop Admin



On 5 July 2019 MidCity Square, affectionately known as 'The Pentagon' hosted its first official senate conference for heads of state with invitation also extended to the 'White House' (MidCity Corner).

The event was personally attended by Donald Trump and Kim Yong Un whom welcomed all attendees as they arrived. Security on the day was top priority and delegates had to confirm their secret password as they arrived at the venue, some delegates where showed away after failing this access verification.

Mr Marius Alberts, upon addressing the delegates, congratulated The Pentagon on a very successful event and commended itS Heads on the sterling job they are doing in protecting The White House and its interests.

Delegates enjoyed the rest of the afternoon savouring a variety of food variations on offer and a five-star Gin bar provided refreshments for all acquired palates.



## Target Fire Protection Launch

Senior Management and PM's attended the launch of a new company, Target Fire Protection on Thursday the 11th of July 2019. Life size fire demonstrations was held in Modderfontein using and testing state of the art fire suppression technology. The presenter (hotter than the fire itself) kept everyone's attention with her presentation of the new innovative I-Cat Fire suppression products and almost costing our COO Mr. Koos Croukamp his phone.

Target Fire Protection is targeting the market to provide faster and more effective solutions to all, in order for buildings and schemes to comply with important fire safety requirements. Marius Du Piesanie gave a detailed presentation and the day ended with drinks and snacks. This will by far be one of the most memorable launches.



### From Interns to Permanent Staff

The three ladies in our photo; Beverly Mathibela, Ellen Masombuka and Lebogang Matlala started with MidCity in 2017/18 respectively on a 1-year Internship.

They embraced the opportunity given to them and gained experience in Credit control/ admin /computer skills in the year that they did their Internship.

Due to their hard work and skill development they had contributed so much to their team within the MidCity Group they were offered permanent positions, which they readily accepted.

We asked them what their experience has been like in their time with MidCity and I quote;

" MidCity gave us an opportunity because they believed in us. We were given the chance to learn new skills and gain a lot of knowledge.

We faced challenges of having to face angry clients, difficult tenants and contractors but with training we were taught to deal with problems and make the client happy.

We have also learnt a lot about different cultures, religions and the art of communicating with different people. This has helped us to grow as people.

All thanks to the MidCity Group and a special thank you to Barry Sweetlove for believing in us and recommending us for permanent employment."

This is truly a 'feel-good' story for MidCity!

We are proud to contribute to the development of the younger generation and will continue to do this as part of our strive for excellence.



**Barry se Afrikaanse woordeskat les:  
Trapdoor = vulluik**

# Ascendant

## How Tax Returns Will Be Easier This Year, and Should You File if You Earn Under R500,000?

"Death and taxes may be inevitable but they shouldn't be related" (J.C. Watts Jr)

Tax season 2019 began on 1 August (1 July for taxpayers who are registered for eFiling or have access to the MobiApp) and SARS has taken further steps to reduce the burden on both taxpayers and SARS' administrative systems.

This year there are three initiatives:

- Increase the threshold of submitting tax returns from R350,000 to R500,000,
- Enhancements to the MobiApp and improvements to EasyFiling,
- Moving out the dates for submission of returns.

Threshold increased to R500,000

Taxpayers with employment-only income now only have to file a tax return if their annual employment income exceeds R500,000 (previously R350,000). The provisos to this are taxpayers must have:

- Only one employer during the tax year,
- No other income such as rentals received or car allowance etc,
- No other additional deductions to claim e.g. medical costs or retirement funding,
- Not made a capital gain of R40,000 or more.

A problem SARS has had with this is that many of these taxpayers still submit returns – up to 25% of tax returns received do not need to be filed. In a further effort to prevent taxpayers submitting unnecessary returns, SARS will send each of these taxpayers a simulated outcome as if they had filed a return which will show no tax is due.

Should you file a return even if you don't have to?

If you may be in line for a tax refund, then it pays to do a tax

return. In addition, if you think you may need a Tax Clearance Certificate it is probably prudent to complete a tax return. This will save any potential delays as SARS may query why you did not file your income tax form.

You are welcome to ask Ascendant Financial Services for advice specific to your situation.

Enhancements you need to know about  
SARS has been making efforts to upgrade their IT systems to reduce the number of people who use SARS branches to complete tax returns. Thus far this has had limited success, so SARS is increasing its efforts this year.

### 1. The MobiApp

This enables taxpayers to submit their returns using their smart phones. Security has been enhanced by:

- A biometric authentication facility,
- A one time pin has been added,
- The use of security questions, and
- You can easily reset your password and user name.

One really good feature is the scanning and uploading of documents.

Note: the MobiApp cannot be used for provisional payments.

### 2. E-Filing

The system is now more user friendly for making payments, submitting your return and uploading documentation. In addition, Notices issued by SARS will be more specific, e.g. the Notice will specify what documentation SARS require in the event of verification and audit.

Taxpayers may use the MobiApp or E-Filing from 1 July but may only use branches for submitting their returns from 1 August.

For any questions or queries please do not hesitate to contact me at [pieter@ascendant.co.za](mailto:pieter@ascendant.co.za)

TAX SEASON 2019 DEADLINES		
CHANNEL	DUE DATE	TYPE OF TAXPAYER
Manual by post or at a SARS Branch Drop Box	31 October 2019	Non-provisional and provisional taxpayers
eFiling or electronic filing at a SARS Branch or MobiApp	4 December 2019	Non-provisional taxpayers

(Adapted from a SARS table)

What is of interest in the table above is that the deadline dates have been moved out for manual submissions (it was 21 September last year) and for non-provisional taxpayers (31 October in 2018) whilst there is no change for provisional taxpayers.



# From The Desk of HR

## IQ VERSUS EQ

The term IQ has long been part of our education program; a lot of emphasis was placed on it and many were categorized by it and 'boxed' accordingly. As the science behind education and certain aspects of psychology have developed the new 'buzz' word has become EQ.

You may ask what is EQ? What is the difference between IQ and EQ and how does EQ effect my life, my family or my job?

Lets start by defining what these two aspects are:

### Definition of IQ

Intelligence Quotient, shortly known as IQ is an intelligent test score, obtained by a standardised intelligence test in which an individual's mental age is divided by his chronological age and then multiplied by 100. The test aims at assessing a person's cognitive capacity of thinking and reasoning. The term was first introduced by William Stern.

IQ is a measure of the intelligence level of an individual, that is reflected in the score obtained by the person in the intelligence test as compared to the scores received by other people of the same age in the same test.

### Definition of EQ

EQ is an abbreviation for the term Emotional Quotient, which is defined as a person's capability of identifying his own and other's person's emotions. It is a measure of the emotional intelligence level of an individual, which demarcates between different feelings and use this intelligence to guide thinking and behaviour.

The term was first evolved in 1995, by Daniel Goleman a psychologist in his book on Emotional Intelligence. It is the ability of a person to identify, express and control his/her thoughts and actions, understand other people and rightly interpret their situations, make right and quick decisions, cope with pressures and crisis and so on. It has been researched that people with high EQ have better mental health, job performance, the way of living life.

### 5 Aspects of EQ

1. Self-Awareness – People with high emotional intelligence are usually very self-aware. They understand their emotions, and because of this, they don't let their feelings rule them. They're confident – because they trust their intuition and don't let their emotions get out of control. They're also willing to take an honest look at themselves. They know their strengths and weaknesses, and they work on these areas so they can perform better. Many people believe that this self-awareness is the most important part of emotional intelligence.
2. Self-Regulation – This is the ability to control emotions and impulses. People who self-regulate typically don't allow themselves to become too angry or jealous, and they don't make impulsive, careless decisions. They think before they act. Characteristics of self-regulation are thoughtfulness, comfort with change, integrity and the ability to say no.
3. Motivation – People with a high degree of emotional intelligence are usually motivated. They're willing to defer immediate results for long-term success. They're highly productive, love a challenge, and are very effective in whatever they do.
4. Empathy – This is perhaps the second-most important element of emotional intelligence. Empathy is the ability to identify with and understand the wants, needs, and viewpoints of those around you. People with empathy are good at recognizing the feelings of others, even when those feelings may not be obvious. As a result, empathetic

people are usually excellent at managing relationships, listening and relating to others. They avoid stereotyping and judging too quickly, and they live their lives in a very open, honest way.

5. Social Skills – It's usually easy to talk to and like people with good social skills, another sign of high emotional intelligence. Those with strong social skills are typically team players. Rather than focus on their own success first, they help others develop and shine. They can manage disputes, are excellent communicators, and are masters at building and maintaining relationships.

### Can one Improve Your Emotional Intelligence?

The good news is that emotional intelligence can be learned and developed. As well as working on your skills in the five areas above, use these strategies:

- Observe how you react to people. Do you rush to judgment before you know all of the facts? Do you stereotype? Look honestly at how you think and interact with other people. Try to put yourself in their place and be more open and accepting of their perspectives and needs.
- Look at your work environment. Do you seek attention for your accomplishments? Humility can be a wonderful quality, and it doesn't mean that you're shy or lack self-confidence. When you practice humility, you say that you know what you did, and you can be quietly confident about it. Give others a chance to shine – put the focus on them, and don't worry too much about getting praise for yourself.
- Do a self-evaluation. What are your weaknesses? Are you willing to accept that you're not perfect and that you could work on some areas to make yourself a better person? Have the courage to look at yourself honestly – it can change your life.
- Examine how you react to stressful situations. Do you become upset every time there's a delay or something doesn't happen the way you want? Do you blame others or become angry at them, even when it's not their fault? The ability to stay calm and in control in difficult situations is highly valued – in the business world and outside it. Keep your emotions under control when things go wrong.
- Take responsibility for your actions. If you hurt someone's feelings, apologize directly – don't ignore what you did or avoid the person. People are usually more willing to forgive and forget if you make an honest attempt to make things right.
- Examine how your actions will affect others – before you take those actions. If your decision will impact others, put yourself in their place. How will they feel if you do this? Would you want that experience? If you must take the action, how can you help others deal with the effects?

### In summary:

Although regular intelligence is important to success in life, emotional intelligence is key to relating well to other and achieving your goals. Many people believe, that it is at least as important as regular intelligence, in fact many companies now use emotional intelligence testing to hire staff.

As you've probably determined, emotional intelligence can be a key to success in your life, especially in your career. The ability to manage people and relationships is very important in all leaders, so developing and using your emotional intelligence can be a good way to show others the leader inside of you.

Information researched and compiled by HR

# MidCity IT Support

## Things to look forward to...

- **MidCity Group Telephone System Upgrade**

We have successfully converted our telephone system to only incorporate Nashua Communications & Internet Solutions therefore eliminating Telkom. Our 012 42 3400 remains unchanged.

- **MidCity Group Wi-Fi Upgrade**



Watch this space!

- **IT Policies**

All IT Policies have been revised and will be distributed and explained to all staff in due course.

#securingourfuture #raisingthebar

HELLO IT  
DID YOU TRY TURNING  
IT OFF AND ON AGAIN?



## Marketing's Article of the Quarter

### What your email inbox reveals about your personality

**The filer/deleter** sees a message in his inbox and takes action immediately. This person reads the email, sends a response if it calls for one, and then either deletes it (because it's no longer useful) or archives it in a specific folder. His email count typically hovers around zero. The brain of a filer/deleter is uniquely wired to react negatively when faced with a bunch of unread messages. A huge, exploding inbox releases stress-based neurotransmitters, like cortisol, which make them anxious. Keeping a tidy inbox quells that anxiety, at least temporarily. Ultimately, your email-management strategy comes down to your desire for control. Whereas some people are fine leaving their house, their workspace, or their inbox a mess, filers/deleters would go crazy. They need an external way to have control over the world, and sticking to an inbox-management system fulfills their constant need for order.

**The saver** has few unread emails, but rarely deletes a message after reading. According to Pamela Rutledge, Ph.D., director of the Media Psychology Research Center, there are a few potential explanations for this kind of saving behavior. One is perfectionism: "Perfectionists save read emails with the idea that they will get to them [eventually]," These same people will have a to-do list that is so long it can't possibly be useful and a bunch of clothes that need to be mended sitting in the back of the closet. Essentially, saving emails is a way of deluding

themselves into thinking they'll get around to addressing them all. Deleting emails feels too risky for savers. Some people save read emails for the sense of security it gives to believe they could find stuff if they needed to. Some of us have more tolerance for uncertainty than others.

**The ignorer** does not read or delete emails. According to Ron Friedman, Ph.D., author of "The Best Place to Work: The Art and Science of Creating an Extraordinary Workplace," keeping hundreds or thousands of unread emails in your inbox isn't necessarily a problematic behavior. Although Friedman cautions against "drawing broad conclusions into people's personality and psychological state from their email habits," he offers a few possible explanations for this tendency. On the one hand, leaving emails unread can signify that you're overwhelmed or disengaged. On the other hand, it can also mean that you recognise that [monitoring and organising those emails] isn't helping you achieve progress. And that's a sign of intelligence. Some email ignorers might actually be more organised and productive than everyone else. After all, Friedman says, "email reflects other people's priorities for you, not necessarily important work that requires your immediate attention."

<https://www.businessinsider.co.za/what-email-inbox-reveals-about-personality-2015-4>

