



INTERNAL MEMO

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Cell: 079 459 6485

**TO : MR. LEBOGANG MAILE, MPL
MEC: DEPARTMENT OF HUMAN SETTLEMENTS, URBAN
PLANNING AND COGTA**

**FROM : MS. PULENG RATLABALA
DDG: CORPORATE MANAGEMENT SERVICES**

DATE : 16 NOVEMBER 2021

SUBJECT : ANNUAL CITIZENS' REPORT 2020/2021

1. PURPOSE

To request seek the Member of the Executive Council (MEC)' approval of the 2020/2021 Gauteng Department of Human Settlement's Annual Citizens' Report.

2. BACKGROUND

The Gauteng Provincial Government (GPG) recognises the Annual Citizens Report as an important tool of openness and transparency in the province. It advocates that all Departments, public entities and government offices publish one annually to build confidence and trust between the Departments and the public they serve. It is the requirement from Office of the Premier that all Departments should develop the Annual Citizens' report and it be publicised as widely as possible.

Section 195 (g) of the constitution of the Republic of South Africa, No.108 of 1996, states that," transparency must be fostered by providing the public with timely, accessible and accurate information". The White Paper on the Transformation of Public Service Delivery (Batho Pele) requires that "Citizens be told how national and provincial Departments are run, how much they cost, and who is in charge". The Annual Citizens' report is not a substitute for the Departments Annual Report.

Attached please find the Annual Citizens' Report 2020/2021 developed by the Organisational Efficiency Directorate. The information has been abstracted from the 2020/2021 Gauteng Department of Human Settlement Annual Report, with the exception of Item 6 on the Generic Service Standards which are the norms of the Department.

3. RECOMMENDATION

Based on the above, it is therefore recommended that the MEC consider and approve the Annual Citizens' Report as follows:

- 3.1 The 2020/2021 Gauteng Department of Human Settlements Annual Citizens' Report be approved and be publicised as widely as possible; and
- 3.2 The MEC to refer to the attached Annual Citizens' Report for the signature.




MS GLORY MAKHUBELE
DIRECTOR: ORGANISATIONAL EFFICIENCY
DATE: 16/11/2021

Recommended	<input checked="" type="checkbox"/>	Not Recommended	<input type="checkbox"/>
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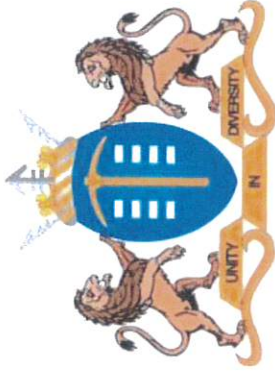

MS. PULENG RATLABALA
DEPUTY DIRECTOR GENERAL: CORPORATE MANAGEMENT SERVICES
DATE: 16 NOVEMBER 2021

Recommended	<input checked="" type="checkbox"/>	Not Recommended	<input type="checkbox"/>
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MS PHINDILE MBANJWA
HEAD OF DEPARTMENT
DATE: 25/11/2021

Approved	<input checked="" type="checkbox"/>	Not approved	<input type="checkbox"/>
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MR. LEBOGANG MAILE, MPL
MEC: DEPARTMENT OF HUMAN SETTLEMENTS, URBAN PLANNING AND COGTA
DATE: 29/11/2021



GAUTENG PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

ANNUAL CITIZEN'S REPORT 2020/2021

1. DEPARTMENT GENERAL INFORMATION

Physical Address:

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Johannesburg
2001

Postal Address:

Private Bag X79
Marshalltown
2107

Telephone Number/s:

011 085 2531

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+27 011 355 5196

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www.gdhs.gpg.gov.za/www.gautengonline.gpg.gov.za

2. WHO ARE WE

We are the **Gauteng Department of Human Settlement**

The Department is committed to the "Creation of sustainable human settlement and improved quality of household life". Guided by the National Development Plan: Vision 2030 – Outcome 8 on human settlements development, our programmes continue to be geared towards the promotion of integrated and sustainable communities.

3. WHO IS IN CHARGE

The MEC of the Department is Mr. L Maile, MPL. He is responsible for directing the Department's activities in line with the Provincial Government's policies.

The Head of the Department is Ms. Phindile Mbanjwa.

4. VISION:

'Integrated Sustainable Human Settlement within a Smart Gauteng City Region.'

5. MISSION:

To lead and direct the delivery of sustainable, integrated human settlements across Gauteng, and the restoration of human dignity through:

- Functional and integrated management and governance of the Department;
- The development and implantation of responsive research-based policies, legislation and strategic frameworks that enable speedy, effective and efficient delivery of human settlements;

- Facilitating the development of spatially just, efficient, equitable, sustainable and transformed human settlements;
- Implementing an efficient and effective Beneficiary Administration and Title Deeds Programme that provides social justice through security of tenure and asset value for homeowners; and
- Effective, efficient and compliant management of the Department's housing stock/property assets.

6. VALUES:

The Department has adopted a set of values that are informed by the Batho Pele ("People First") principles of the South African Public Service and as an organization, our specific focus is on the following:

i. Honesty

Employees must be truthful and trustworthy always, for example coming to work and doing daily duties diligently.

ii. Loyalty

Always put the interest of the Department first. Employees who work with confidential information like Supply Chain Management (SCM) Practitioners, Risk Management Officers, Document Management Practitioners, Office Cleaners and others must not compromise the Department by leaking confidential information.

iii. Professionalism

Behaviour towards colleagues, the general public and stakeholders must always be of good standard. For example, employees must always be cordial to all and take responsibility even in matters that do not fall within their duties.

- iv. Human dignity**
We must demonstrate a caring attitude, a willingness to serve and we must be respectful to the public, other employees and everyone that we come in contact with, all the time.
- v. Service delivery**
Employees must provide excellent service as expected by our stakeholders and the public.
- vi. Sanctioning bad and rewarding good behaviour**
We have a duty to put control measures to prevent bad behaviour, to discipline wrongdoing and reward good behaviour, always saying "thank you" when one has done well.
- vii. Sound ethical standards**
Employees and managers must instill and uphold ethical values and standards in their daily operations. They must do the right thing and add value to the Department.
- viii. Accountability**
Every one of us must account for his/her actions and be willing to provide reasons for our actions and decisions. Where wrong decisions or actions were taken, restore order.
- ix. Integrity**
Do the right thing, even when nobody is watching.

x. Excellence

Employees must bear the mark of professionalism, commitment and excellence in standards of work. The values captured above underpin the organisational culture of the Department.

7. GENERIC SERVICE STANDARDS

7.1 Internal Generic Service Standards

- The customers will not wait for more than 10 minutes to be attended to and will be asked to wait at a comfortable waiting area should they need to.
- Telephone calls to the Gauteng Department of Human Settlements are answered within five (5) rings and the operator identifies himself / herself.
- There is relief staff at switchboard during lunch time to take care of incoming calls.
- The starting time of the pre-arranged/scheduled meetings is strictly adhered to.
- In cases of emergencies where an official may not attend a confirmed meeting, an apology is extended within thirty (30) minutes before the meeting starts.
- All employees in the Gauteng Department of Human Settlements adhere to the scheduled starting and knocking off times.

- All officials in the Gauteng Department of Human Settlements identify themselves with departmental name tags which are worn at all times while on duty.
- Correspondence is acknowledged in the language that it was received, within 14 days of receipt.
- The Department has proper signage both outside and inside the buildings with basic but key information regarding services offered.
- The Internal Telephone Directory is updated and distributed to officials quarterly.
- An operational Departmental website that outlines the policies, programmes, key functions and milestones of the Department is reviewed and updated daily.
- All employees inform their supervisors whenever going out of the Department of Human Settlements' building.
- All allegations of corruption and fraud are investigated promptly, and decisive actions are taken against any official found guilty.
- The complaints and queries are acknowledged to within fourteen (14) days and resolved within ninety (90) days.
- All employees in the Gauteng Department of Human Settlements sign the attendance register daily.

7.2 External Generic Service Standards

- All the Gauteng Department of Human Settlements' customers are given access to information in accordance with the Access to Information Act (No. 2 of 2002) within 14 working days.
- Meetings with ward committee members from the communities are held in conjunction with Departmental Community Liaison Officers, to clarify issues in relation to the project implementation within communities, on a quarterly basis.

- Regional Offices to take the services closer to the clients exist in Johannesburg, West Rand, Sedibeng, Ekurhuleni, Tshwane and Metsweding, and they are accessible as from 7h30 until 16h00.
- Visitors are assisted through a professional reception service on a daily service.
- Lunch and other breaks are taken without disrupting services in all the Customer Relations Management Offices.
- There is access to clean drinking water for the public in all the Regional Offices' Customer Relations Management Units.
- Community Liaison Officers who service communities are based at all the Regions for accessibility with the primary responsibility of ensuring that communities are kept informed about housing issues.
- Public meetings, stakeholder engagements, projects Steering Committee Workshops are held on a monthly/quarterly basis or as regular as required to discuss project progress and also to note concerns and inputs from the communities.
- The website is updated, e.g. loading up to date content such as the MEC's speeches, articles and statements, and giving creative ideas on the look of the website on a weekly basis.

8. STRATEGIC GOALS OF THE DEPARTMENT

The following are the Department's Strategic Outcome-oriented Goals captured in the Department's Strategic Plan, namely:

Strategic Outcome-oriented Goal 1: Good governance and strategic management of the GDHS [Gauteng Department of Human Settlements]

During the 2019/20 Financial Year the Department carried out a number of activities towards contributing to the achievement of Outcome 12: An efficient, effective and development oriented public service and an empowered, fair

and inclusive citizenship. This section of the report provides a brief account of the key activities that the Department implemented towards the achievement of the outcome, which were encapsulated in the strategic outcome-oriented goal as stated above.

The Department met its target of holding all its performance reviews as planned, with the final one taking place in the first quarter of 2020/21. Again, the Department succeeded in keeping the Global Risk Register and corresponding Global Risk Response Action Plan updated and monitored. The Department paid 96% of fully compliant invoices received within 30 days of receipt.

During the 3rd quarter of the 2019/20 Financial Year, the Department introduced two very important Key Performance Areas (KPA's) under Programme 1: Administration, amongst others, namely:

- DPSA Approved revised organisational structure; and
- IDMS adapted to HS needs and manual system implemented.

The introduction of these KPAs were part of the efforts by the Department to improve its systems and processes, which were aimed at ultimately improving its overall performance. Whilst the planned target for the first KPA was not necessarily met by the Department, which was the approval of the revised Department's organisational structure by Department of Public Service & Administration, a considerable amount of work was done during the latter part of the financial year. The following are the achievements relating to the KPA:

- Draft macro-organisational structure aligned to the [IDMS] Framework
- Held joint organisational structure review consultations with the following: Social Housing & Property Management, Rental Tribunal & Secretariat Support, Beneficiary Management, External Customer Relations

(Rapid Response Unit), Programme Management & Regional Coordination, Project Quality Assurance, Risk, Audit & Anti-Fraud & Corruption Unit, Financial Management Services

- Joint development of draft job evaluation project plan
- Development of responsibility codes alignment list
- Development of draft presentation for progress on organisational review project for Senior Management Team (SMT)
- Development of draft presentation for the Matching & Placing Strategy
- Development of draft presentation for progress on organisational review project for organisational structure review sub-committee
- Received some job descriptions & pre-interview questionnaire for some of the Business Units.

The implementation of the second KPA – Adaptation of the IDMS to human settlements needs and implementation of the manual system proved to be costly for the Department during the 2019/20 Financial Year. As a result, a plan is underway to kick-start the implementation of the KPA in the 2020/21 Financial.

Strategic Outcome-oriented Goal 2: Development of legislative frameworks, policies and plans that enable spatial transformation in the delivery of human settlements

Strategic outcome-oriented goal 2 above contributes towards the attainment of "Outcome 8: Sustainable human settlements and improved quality of household life". To that end, the Department had set itself very critical milestones towards making its contribution towards the attainment of the strategic oriented-outcome and eventually Outcome 8. Some of these were the development of a draft policy document to guide the development of sites and installation of services on sites and the development of a research proposal on land acquisition and release in the province. The

Department successfully developed both the draft policy document on sites and services as well as the development of a research proposal on land acquisition and release during the financial year.

However, with the introduction of the Rapid Land Release Programme (RLRP) and also to accommodate the Finance-linked Individual Subsidy Programme (commonly referred to as FLISP), some enhancements had to be effected into the draft policy guidelines for sites and services. As a result of this process, the document still requires input from the National Department of Human Settlements (NDHS) to ensure that as a provincial department, the Department has the support of the National Department of Human Settlements (NDoHS) on this policy initiative. It should be noted that interim endorsement has been granted for the department to implement the policy as is which will at some point inform the envisaged policy review process (where necessary).

In addition to the milestones presented in the preceding paragraph, there were other policies that the Department worked on, which were, nonetheless, not concluded upon as planned within the financial year. The following are the policies in question, namely:

- *Unlawful occupation of land policy*
Policy draft with Cabinet Memo and presentation submitted for the Exco Sub-committee's consideration.
- *Management of common spaces in walk-ups policy*
Enhanced draft policy document. Draft Policy document shared, and additional comments received from Midvaal Local Municipality and Merafong Local Municipality as part of consultation and alignment. The policy document is yet to serve before the proposed Department's Policy Review Committee (PRC) that will recommend all future policies for approval.

- *Deregistration of missing and untraceable beneficiaries' policy*

The policy is yet to serve before the proposed Department's PRC that will recommend all future policies for approval.

- *Property Maintenance policy*

The policy is yet to serve before the proposed Department's PRC that will recommend all future policies for approval.

Strategic Outcome-oriented Goal 3: Well located, sustainable, integrated human settlements that provide security of tenure

Strategic outcome-oriented goal 3 is central to the attainment of "Outcome 8: Sustainable human settlements and improved quality of household life." Below is a brief presentation of the key sub-programmes that the Department implemented during the financial year towards the fulfilment of both the strategic outcome-oriented goal and the outcome.

A target of 5000 potential release opportunities investigated on State- owned land had been set under the Rapid Land Release Programme that the Department introduced during the financial year, and this was achieved by the Department. However, the handing over of these opportunities to eligible beneficiaries was not successful, owing to planning work that lagged, which needed to precede the hand-over process. To fast-track the hand-over process though, the Department is currently working in conjunction with National Department of Human Settlements (NDHS) to approach all beneficiaries on the National Housing Needs Register (NHNR).

To ensure an uninterrupted programme of providing government-assisted housing, the Department started developing the Gauteng Human Settlements Spatial Master Plan during the financial year, which had to be completed within the same period. Given that numerous consultations and collation of information from various stakeholders that had to take place as part of developing the master plan, to date, only a draft Gauteng Human Settlements Master Plan has been completed.

Township formalisation is another very critical aspect in the attainment of sustainable human settlements and improved household quality. As a direct contribution to the fulfilment of the outcome, during the financial year the Department had planned formalising a total of 45 townships. For the process of township formalisation to take place, one of the steps that must be undertaken by municipalities is the approval of lay-out plans of the townships, and this is where great bottlenecks were experienced by the Department. To that extent, the Department managed to formalise only 11 townships (Kudube Unit 1, Drieziek Proper and Drieziek Ext 4) Kudube Unit 3, Mabopane B, Kudube Unit D, Winterveld Ext 2, Badirile, Mayfield Ext 11, Daveyton Ext 12, Etwatwa Ext 35, Drieziek Proper and Drieziek Ext 4 during the financial year.

In addition to the brief account provided on the sub-programmes above, below are the other sub-programmes which are found under Programme 3: Housing Development, which are quite pivotal to the attainment of sustainable human settlements and improved quality of household life. These sub-programmes are mostly based on brick-and-mortar in their nature.

In that regard, the annual target for the Finance-linked Individual Subsidy programme (FLISP) was 750. To date the Department has been able to deliver a total of 592 (79%) subsidy disbursements to qualifying beneficiaries. FLISP was developed to enable first time homeownership to households in the 'affordable or gap' market. These are

individuals who earn between R3 501 and R22 000 per month. Individuals in these salary bands generally find it hard to qualify for housing finance; their income is regarded as low for home loan (mortgage or pension/provident backed loan), but too high to qualify for the government 'free-house' subsidy scheme. (National Housing Finance Corporation, site accessed on 15 April 2020).

In addition to FLISP, there are other housing subsidies that the Department also provides to other categories of beneficiaries. For a beneficiary to be eligible for assistance, however, there are set criteria that he/she must meet. To that end, the Department disbursed a total of 0 (0%) subsidies to qualifying beneficiaries over the 2019/20 financial year period under the credit-linked individual subsidies sub-programme.

In terms of the credit-linked individual subsidy programme the Department makes available a certain amount of money to the beneficiary upon satisfying itself that a beneficiary has been approved by a credible lender for a mortgage loan.

There is also a non-credit-linked individual subsidy programme that the Department offers, from which some of the community members have benefited. The non-credit linked individual subsidy programme benefits individuals who do not qualify for credit or those who do not wish to access credit. For an individual to benefit from the programme, an existing house must be purchased by the beneficiary and the Department makes available a subsidy solely from funds that are ear-marked for the purpose. To that extent, over the 2019/20 period the Department has made available a total of 0 (0%) subsidies to eligible beneficiaries.

On the job creation front, the Department successfully created a total of 7 821 (31%) work opportunities through the Expanded Public Works Programme (EPWP) incentive grant against an annual target of 25 098 whilst work opportunities were created against a target of 20 000 through the Human Settlements Incentive Grant. A total of 185 (84%) learners were trained under the National Youth Service against the target of 220. This is part of the initiatives

that the Department embarked upon to ensure that the youth benefits from the government's skills development and training programmes, which may later catapult them (the youth) into skilled workers or self-employed individuals.

Overall, the Department has improved its performance in the provision of access to housing in that during the 2019/20 Financial Year, it achieved a total of 22 257 (82%) housing opportunities against its planned target of 27 257. This performance can be broken down as follows: The Department successfully serviced a total of 10 104 (79%) sites against an annual target of 12 745, whilst it also managed to build a total of 12 153 (84%) housing units against an annual target of 14 512.

Strategic Outcome-oriented Goal 4: GDHS immovable assets maintained, devolved and transferred

Like the other two strategic outcome-oriented goals discussed above (2 and 3), this strategic outcome-oriented goal also contributes towards the fulfilment of Outcome 8. One of the Key Performance Areas (KPA's) in this regard is on the issuance of title deeds – pre-1994, post-1994 and new title deeds. The latter refers to title deeds for properties that were built between 2014 and 2019.

For the Financial Year 2019/20, the Department had planned to issue a total of 34 271 post-1994 title deeds and only managed to issue a total of 5 830 (17%). Delays in the issuance of services certificates by municipalities and lack of formalisation for some townships are but some of the contributory factors to this performance. Performance for pre-1994 and new title deeds has hovered around 22% (968 title deeds issued against an annual target of 4 384) and 12% (898 title deeds issued against an annual target of 7 575), respectively.

9. SUMMARY OF PROGRAMMES

Programme	Sub-programme	Sub-sub programme
1. Administration	1.1 Office of the HOD/MEC	Communications Human Capital Utilisation & Development
	1.2 Corporate Services	Human Capital Services Organisational Efficiency Anti-Fraud & Corruption ICT Corporate Governance Enterprise Risk Management Legal Services Financial Management Supply Chain Management Communications
2. Housing Needs, Research and Planning	Policy Research Planning	Monitoring & Evaluation Reporting Sector Development Support Intergovernmental and International Relations

<p>3. Housing Development</p>	<p>Financial Interventions Incremental Interventions Social and Rental Interventions Rural Interventions</p>	<p>Regional Project Management Project Management Office (PMO)</p>
<p>4. Housing Asset Management Property Management</p>	<p>Sale and transfer of Housing Properties</p>	
	<p>Devolution of Housing Properties Housing Properties Maintenance Land use Management</p>	<p>ADARDI Community Education</p>

10. LEGISLATIVE AND OTHER MANDATES

10.1 Constitutional Mandates

The Constitutional Mandate of the GDHS remains as described below.

The Department's mandate is derived from Chapter 2, the Bill of Rights and Chapters 3 and 6 of the Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996). Section 26 in the Bill of Rights guarantees the right to have

access to adequate housing. The State is mandated to take steps to achieve the progressive realization of this right. Schedule 4A makes the housing function a concurrent national and provincial legislative competence. In this regard, the core functions of the GDHS includes:

- Developing GPG specific housing development policies that will accelerate provision of houses for all and generally build sustainable communities.
- Ensuring that the GPG's housing development policies are integrated into the province's short, medium and long-term plans developed by the Gauteng Planning Commission.
- Developing and implementing programmes and projects that give effect to Gauteng Provincial housing policies and plans; as reflected in its short, medium and long-term plans.
- Advising on and approving Integrated Development Plans (IDPs).
- Providing key housing services in respect of subsidies, rental housing policies, *etc.*

In terms of the Constitution, where the functions in Schedule 4A and 5A can best be administered locally, a provincial or national department could, by agreement, assign/delegate such function to a municipality if the municipality has capacity and resources to perform the function.

10.2 National Development Plan and Medium-Term Strategic Framework

The National Development Plan (NDP), South Africa's long term socio-economic development plan, aims to eliminate poverty and reduce inequality so that all South Africans attain a decent standard of living. It outlines the goals to be achieved by 2030, explains how they can be achieved, and guides resource allocations for the policy and programme choices made

thereto. Thus, the NDP is essentially the strategic framework against which government does its detailed planning. This detailed planning is contained in the Medium-Term Strategic Framework (MTSF).

As government details its plan for the 2014-2019 term of governance, the MTSF reflects on the actions it will take and the targets it has set to deliver on the goals of the NDP. It also serves as the over-arching plan that informs all other plans of all three spheres of government. The MTSF, which ensures coherence, alignment, and co-ordination of policy and budget processes across government plans, is the basis of the Performance Agreements signed between the President and each Minister. Each Performance Agreement reflects the actions, indicators, and targets set out in the MTSF that each Minister must deliver on.

Based on the constitutional arrangements of South Africa's three spheres of government, the MTSF and Performance Agreement commitments of the National Minister of Human Settlements also become the responsibility of the GDHS and its MEC. In this regard, the following priorities listed in the 2014-2019 MTSF inform the work of the GDHS:

- An urban development strategy with economic and institutional reforms;
- Integration of residential and commercial hubs in cities and towns to break apartheid spatial patterns of development;
- 1.495 million More households living in new or improved housing conditions by 2019;
- A target of 110 000 new housing units delivered in the affordable gap market by 2019;
- A target of 49 municipalities assigned or accredited with the housing function;
- Title deeds for all 563 000 new subsidy units as well the backlog of 900 000 title deeds in the integrated residential housing programme to be transferred by 2019;

- Expand Informal settlement upgrading to cover 750 000 households, ensuring basic services and infrastructure in some 2 200 informal settlements;
- Review existing housing subsidy instruments to improve targeting, combine programmes, and encourage more efficient spatial development patterns;
- Alignment of public transport planning and alignment with residential development;
- Development and implementation of a multi-segmented social-rental housing, including backyard rentals and programme;
- Address barriers to more rapid residential construction in terms of affordable housing and support broadening of access to housing credit, particularly for first-time home-buyers;
- Provide housing solutions in mining communities through partnerships between the state, municipalities, employers, and financial institutions;
- Within the public service and in the private sector, improved access to affordable housing within the public and private sector through remuneration allowances or credit enhancement; and
- Effect significant institutional reforms to improve the coordination of housing and human settlements development through:
 - Strengthening the role and capacity of metropolitan and larger urban municipalities to integrate the housing and human settlement grants;
 - Provincial human settlement departments improving their support for secondary cities and smaller towns and settlements; and

- Improving linkages are needed between human settlements, economic, commercial development, and spatial planning frameworks to guide investment decisions and promote more integrated and better located human settlements.

10.3 Legislative Mandates

Through its current and future legislation and the Housing Code, the Department is carrying out its legislative imperative as set out in the Housing Act, 1997. Section 2 of the Housing Act, 1997 (Act No. 107 of 1997) compels all three spheres of government to give priority to the needs of the poor in respect of housing development (section 2(1) (a). In addition, all the three spheres of government must ensure that housing development:

- (i) provides as wide a choice of housing and tenure options as is reasonably possible;
- (ii) is economically, fiscally, socially, and financially affordable and sustainable;
- (iii) is based on integrated development planning; and
- (iv) is administered in a transparent, accountable, and equitable manner, and upholds the practice of good governance (Section 2 (1) (c).

The Housing Act, 1997 (No. 107 of 1997)

Through its legislation, existing and future, and the Housing Code, the Department is carrying out its legislative imperative as set out in the Housing Act, 1997. Section 2 of the Housing Act, 1997 (Act No. 107 of 1997) compels all three spheres of government to give priority to the needs of the poor in respect of housing development (section 2(1) (a). In addition, all the three spheres of government must ensure that housing development:

- (i) provides as wide a choice of housing and tenure options as is reasonably possible;
- (ii) is economically, fiscally, socially and financially affordable and sustainable;
- (iii) is based on integrated development planning; and
- (iv) is administered in a transparent, accountable and equitable manner, and upholds the practice of good governance (Section 2 (1) (c)).

Social Housing Act (No.16 of 2008)

The Social Housing Act (2008) establishes and promotes a sustainable social housing environment, defines the functions of National, Provincial and Local government in respect of social housing, administers national housing programmes applicable to social housing, including the approval and allocation of capital grants and establishes a regulatory body (Social Housing Regulatory Authority) that will:

- Accredite social housing institutions and
- Advise the Minister on social housing matters.

The Act provides for the undertaking of approved projects by other delivery agents with the benefit of public money and gives statutory recognition to social housing institutions.

Prevention of Illegal Eviction and Unlawful Occupation of Land Act (No 19, 1998, Amended)

The purpose of this Act is to identify the applicability of the legislation in terms of categories of persons, to prohibit certain actions in respect of unlawful occupation of land, and to create offences thereto.

The Housing Consumers Protection Measures Act of 1998

The Act provides for the establishment of a statutory regulating body for homebuilders. The National Home Builders Registration Council will register every builder and regulate the home building industry by formulating and enforcing a code of conduct. The implementation of the Act is monitored continuously.

The Rental Housing Act (No. 50 of 1999)

This Act repeals the Rent Control Act of 1976 and defines Government's responsibility for rental housing property. It creates mechanisms to promote the provision of rental housing and the proper functioning of the rental housing market. To facilitate sound relations between tenants and landlords, it lays down general requirements for leases and principles for conflict resolution in the rental-housing sector. It also makes provision for the establishment of Rental Housing Tribunals and defines the functions, powers and duties of such Tribunals.

Housing Development Agency Act (No. 23 of 2008)

The purpose of this Act is to facilitate the fast tracking of land acquisition and housing development services for creating sustainable human settlements and to ensure a centrally coordinated planning and budgeting of infrastructure required for housing development.

Gauteng Land Administration Act (No. 11 of 1996)

The Act provides for the acquisition and disposal of land owned by the Gauteng Provincial Government.

Development Facilitation Act (No. 67 of 1995)

Facilitates and speeds up the implementation of the Reconstruction and Development Programme and Projects.

Less Formal Township Establishment Act (No. 113 of 1991 as amended)

Provides for shortened procedures for the designation, provision and development of land and for the establishment of township for less formal forms of residential settlement.

Alienation of Land Act (No. 68 of 1981 as amended)

Regulates the alienation of land in certain circumstances.

Immovable Assets Management Act (No. 19 of 2007)

Provides, for amongst others, a uniform framework for the management of immovable assets that is held or used by a National or Provincial Department and to ensure co-ordination of the use of immovable assets with service delivery objectives of National and Provincial Departments.

Deeds Registry Act (No. 47 of 1937 as amended)

Consolidates and amends the laws in force in the Republic of South Africa relating to the registration of deeds.

Upgrading of Tenure Rights Act (No. 112 of 1991 as amended)

Provides for the upgrading and conversion into ownership of certain rights granted in respect of land.

Conversion of Certain Leasehold Right to Ownership Act (No. 81 of 1988 as amended)

Provides for the mechanisms on obtaining assistance to acquire registered title to public rental houses.

Land Administration Act (No. 02 of 1995 as amended)

Provides for the delegation of powers and assignment of administrative laws regarding land matters to Provinces and to provide for the creation of uniform land legislation.

Expropriation Act (No. 63 of 1975 as amended)

Provides the Minister with the power to expropriate property for public and certain other purposes and to take the right to use property for public purposes.

National Environment Management Act (No. 107 of 1998 as amended)

To protect ecologically viable areas representative of South Africa's biological diversity and its natural landscapes and seascapes in a system of protected areas.

Public Finance Management Act (No. 01 of 1999 as amended)

Enables public sector managers to manage and improve accountability in terms of eliminating waste and corruption in the use of Public Funds.

Division of Revenue Act as amended

Provides for equitable division of revenue anticipated to be raised nationally among the National, Provincial and Local spheres of Government for each financial year and the responsibilities of the three spheres pursuant to such division.

Promotion of Administrative Justice Act (No. 03 of 2000)

Gives effect to the constitutional right to just administrative action for any member of public whose rights have been adversely affected and to ensure efficient, effective and legitimate administration within all spheres of government.

Preferential Procurement Policy Framework Act (No. 05 of 2000)

Gives effect to Section 217 (3) and provides framework for the implementation of the procurement policy contemplated in Section 217 (2) of the Constitution.

Promotion of Access to Information Act (No 02 of 2000)

Gives effect to constitutional right of access to any information held by the State and any information held by a private person that is required for the exercise or protection of any other right.

Intergovernmental Relations Framework Act (No. 13 of 2005)

Establishes a framework for National, Provincial and Local Government to promote and facilitate intergovernmental relations and to provide a mechanism and procedure to facilitate the settlement of intergovernmental disputes.

10.4 Policy Mandates

The Policy mandates of the GDHS remain as described below. Some of the policies relevant for the implementation of the mandate of the Department include the following:

Breaking New Ground (BNG) Policy

The BNG Strategy builds on the housing policy outlined in the 1994 White Paper on Housing to ensure that settlements are sustainable and habitable in line with the original goal of delivering affordable housing. The priorities of the plan are to:

- Accelerate delivery of housing within the context of sustainable human settlements;
- Ensure housing delivery as a catalyst for job creation and economic growth;
- Provide quality housing and to turn homes into assets; and
- Promote social cohesion and improve quality of life.

National Housing Code

The Housing Code (The Code) is a comprehensive document that sets out the overall vision for housing in South Africa. It sets out the linkages between various policy programmes. The Code was revised to align it with the BNG strategy; accommodate changes effected since 2000; and convert the Programmes into flexible and less prescriptive provisions and guidelines.

The National Spatial Development Perspective (NSDP)

The NSDP has been a key mechanism of government to reconfigure the apartheid spatial relations and implement spatial priorities in ways that meet the stated goal of providing basic services to all and to alleviate poverty and

inequality. The NSDP recognizes the burden of unequal and inefficient spatial arrangements placed on communities, especially the poor who, for example, must bear significant transport costs to commute long distances to and from work. Similarly, the Gauteng Employment, Growth and Development Strategy (GEGDS), and the Municipal IDPs have been central programmes of government's response to its stated aim of growing the economy and addressing the needs of the largest number of poor people.

The four principles of the NSDP are as follows:

- Rapid economic growth that is sustained and inclusive to achieve poverty alleviation;
- Fixed investment should be focused in localities of economic growth or economic potential;
- Programmes and projects to address poverty and provision of basic services in areas where low economic potential exists; and
- Future settlement and economic development opportunities should be channeled into activity corridors and nodes that are adjacent to or link with main centers.

The Global City Region (GCR) Perspective (Gauteng 2055)

The GCR Perspective seeks to promote Gauteng's development agenda by positioning the province as a globally competitive city region. The GCR strategy also seeks to address inequality and uneven development in the province, and the long-term plan to achieving this is contained in the Gauteng 2055 document.

Chapter 4, section 4.3 of Gauteng 2055 states the following in respect human settlements in a GCR " ...Our people live in healthy, safe spaces – supported by the nutrients for human growth, prosperity and dignity: affordable,

accessible and equitable green spaces; recreational facilities, schools; clinics; shops; places of celebration and worship; places to gather; opportunities for work; networks for transit, ICT and economic infrastructure; heritage sites; and spaces in which collective creativities and dreams can be harnessed."

The new strategic approach of the GDHS is firmly located within this policy imperative.

The National Development Plan (NDP) 2030

The introduction to the Chapter on Human Settlements in the NDP is unambiguous. It simply states, "Where people live and work matters". The NDP further provides what can be termed key principles that must underlie the transformation of human settlements, such as:

- Human settlements must systematically change the entrenched apartheid spatial patterns that resulted in social inequality and economic inefficiencies;
- Human Settlements must be responsive to the unique needs and potentials of rural and urban areas;
- Human settlement policies and legislation must realize people's constitutional right to housing;
- The delivery of housing must restructure towns and cities, strengthen livelihood prospects of households and support active citizenship and involvement in conceptual and planning processes;
- Human Settlement Spaces must be livable, equitable, sustainable, resilient, efficient and support economic opportunities and social cohesion; and
- Human Settlement developments must provide people with a greater choice of where to live.

GPG's Transformation, Modernization and Reindustrialization (TMR) Strategy

The fifth term of democratic governance of the Gauteng Province is fortified by its TMR Strategy which is underscored by 10 Pillars. Collectively, the pillars advocate equitable socio-economic development, good governance and development across the Continent. The main thrust of each Pillar is transformation and/or modernization and/or reindustrialization as is applicable.

The GDHS responds directly to four (4) of the 10 pillars as reflected in the diagram below. Even though the Department is not directly accountable for the other six (6) pillars, it does contribute to them with a specific emphasis on job creation, economic growth and development and socio-economic infrastructure.

10.5 National Development Plan and Medium-Term Strategic Framework

The National Development Plan (NDP), South Africa's long-term socio-economic development plan, aims to eliminate poverty and reduce inequality so that all South Africans attain a decent standard of living. It outlines the goals to be achieved by 2030, explains how they can be achieved, and guides resource allocations for the policy and programme choices made thereto. Thus, the NDP is essentially the strategic framework against which government does its detailed planning. This detailed planning is contained in the Medium-Term Strategic Framework (MTSF).

As government's detailed plan for the 2014-2019 term of governance, the MTSF reflects actions it will take and the targets it has set to deliver on the goals of the NDP. It also serves as the over-arching plan that informs all other plans of all three spheres of government. The MTSF, which ensures coherence, alignment and co-ordination of policy and

budget processes across government plans, is the basis of the Performance Agreements signed between the President and each Minister. Each Performance Agreement reflects the actions, indicators and targets set out in the MTSF that each Minister must deliver on.

Based on the constitutional arrangements of South Africa's three spheres of government, the MTSF and Performance Agreement commitments of the National Minister of Human Settlements also become the responsibility of the GDHS and its MEC. In this regard, the following priorities listed in the 2014-2019 MTSF inform the work of the GDHS:

- An urban development strategy with economic and institutional reforms
- Integration of residential and commercial hubs in cities and towns to break apartheid spatial patterns of development;
- 1.495 million More households living in new or improved housing conditions by 2019.
- A target of 110 000 new housing units delivered in the affordable gap market by 2019
- A target of 49 municipalities assigned or accredited with the housing function.
- Title deeds for all 563 000 new subsidy units as well the backlog of 900 000 title deeds in the integrated residential housing programme to be transferred by 2019.
- Expand Informal settlement upgrading to cover 750 000 households, ensuring basic services and infrastructure in some 2 200 informal settlements.
- Review existing housing subsidy instruments to improve targeting, combine programmes and encourage more efficient spatial development patterns.
- Alignment of public transport planning and alignment with residential development.
- Development and implementation of a multi-segmented social-rental housing, including backyard rentals, programme

- Address barriers to more rapid residential construction in terms of affordable housing and support broadening of access to housing credit, particularly for first-time homebuyers.
- Provide housing solutions in mining communities through partnerships between the state, municipalities, employers and financial institutions.
- Within the public service and in the private sector, improved access to affordable housing within the public and private sector through remuneration allowances or credit enhancement.
- Effect significant institutional reforms to improve the coordination of housing and human settlements development through:
 - Strengthening the role and capacity of metropolitan and larger urban municipalities to integrate the housing and human settlement grants.
 - Provincial human settlement departments improving their support for secondary cities and smaller towns and settlements.
 - Improving linkages are needed between human settlements, economic, commercial development and spatial planning frameworks to guide investment decisions and promote more integrated and better located human settlements.

11. OVERVIEW OF DEPARTMENTAL PERFORMANCE

11.1 Service Delivery Environment

The GDHS continues to implement its programmes applying a fresh approach and ensuring that there is synergy in the implementation of all the over-arching policy frameworks and strategies such as National Development Plan, MTSF, GPG's Transformation, Modernisation & Re-industrialisation Strategy and the GGT 2030.

Generally, there has been a decline in the delivery of housing opportunities. Reasons for the non-performance have been attributed to a range of internal and external factors such as a weak projects pipeline and poor performance of contractors due to the lack of bulk infrastructure and delays in approvals of plans by municipalities. Various systemic challenges such as planning, procurement and contracting, project management and payment of contractors, were identified throughout the entire human settlement delivery value chain in the province.

In response to the above hurdles to performance, the GDHS developed a turnaround strategy with a view to optimise the Departmental performance whilst addressing the already cited historical gaps anchored on the 6 strategic pillars encapsulated in the turnaround strategy namely: Governance, Financial management, Integrated planning, Programme delivery, Organisational realignment and Technology and systems.

The COVID-19 pandemic presented a new challenge and opportunities of crafting new ways of providing services to our Gauteng citizens with priority focus shifting towards informal settlements. The effects of COVID-19 came with a range of challenges, including a loss of income for many households, leading to the inability to meet mortgage bonds and/or rental payments. This has exerted pressure on the housing sector as some of the developers still face liquidity

crises as cashflows are at high risk of drying up due to reduced demand and reduced access to construction finance. There is also a high probability for a wider sectoral impact linked to housing construction in relation to raw materials, timber and primary housing infrastructure. Added to that is the reduced demand that may affect developers and a possible credit crunch; contractors may not be able to solicit the necessary work force or building materials and implementation will experience delays as compared to before, with some of the new projects possibly facing a suspension and or slowdown in delivery due to the economic situation the country is facing and reduction of budgets.

However, the adopted Departmental turnaround plan centred around the 6 strategic imperatives/pillars will remain in application with COVID-19 considerations with a view to improve governance, financial management, realignment of the organizational structure, technology and systems, planning and implementation and programme delivery.

Furthermore, Integrated development planning has been a persistent challenge within the sector. While a few inter-departmental and inter-governmental structures existed, these have not been able to deliver the outputs and outcomes required to ensure spatial socio-economic transformation of previous apartheid patterns, which included housing developments far from economic and employment opportunities and equally lacked integration of socio-economic amenities. Spatial planning is fragmented between and across spheres of government, with mandates often unclear. It has failed to engage with questions of infrastructure capacity and investment.

In terms of title deeds backlog, the total number of recorded title deeds backlog in 2014/15, pre-1994 was 12 808 and post -1994 was 231 971, combined it all came to 244 779. The estimated outstanding title deeds registration totals 175 607 minus current year's registration. It should be noted that it was envisaged that by 2017/18 pre-1994 backlog would be eradicated; however, there is an increase due to properties that were in the bordering townships

of Mpumalanga and North West where a number of townships were not proclaimed and registered. These were transferred to the Gauteng Province. The total outstanding backlog for pre-1994 is now estimated at 6 500, whilst for post-1994 title deeds it is estimated at 160 000 for title deeds issuance. Most outstanding title deeds registration for post-1994 are in townships that are not registered and proclaimed (please refer to analyses below). The number of title deeds that were registered since 2014/15 to 2019/20 totals 69 465.

The following have been identified as the major hindrances in achieving set targets:

- **Incomplete township milestones:** These involve townships that are not proclaimed and registered.
- **Registered townships with outstanding Section 113 certificates:** Lodged draft deeds are rejected by Deeds Offices. (The MEC has had several engagements with Mayors, MMCs and senior officials of both the municipalities and Province but the progress is very slow. Proposals have been put forward to apply a waiver for the purpose of title deeds registration, whereby outstanding milestones for conditions of establishment would be identified, budgeted for and installed at a later stage).
- **Occupants not approved through the Housing Subsidy System (HSS):** From conducted occupancy audit +-35 000 are not HSS approved as a result could not be registered. (The MEC has since approved a regularization policy which will address this identified challenge towards eradication of the title deeds backlog).
- **Delays in signing the Power of Attorney (POA) and issuance of Section 18 certificates:** There is continuous engagement with specific municipalities and the Province requested for the delegation of the POA, which was rejected but we still encounter challenges.

Since 2017 the Department embarked on a focused initiative to fast-track the issuance of title deeds (land tenure) in the province. It was during this period that 260 townships were identified by the Department as the projects requiring conclusion of outstanding township establishment milestones towards townships upgrading, registration and proclamation to enhance title deeds restoration and improve on service delivery in the province. In total, in 2017, the identified townships had approximately 140 even where title deeds could not be registered to beneficiaries due to outstanding township registration and proclamation.

Further investigation found that the total number still with outstanding township registration and proclamation milestones has reduced to approximately 114 townships with 98 660 even as such these properties cannot be registered to individual beneficiaries. Of the total unregistered townships, 55 townships to yield 94 797 even are in the 2021/22 business plan and will be funded from the provincial allocation. These townships and milestones to be addressed are detailed on the business plan. The total number of even on unregistered townships constitutes title deeds backlog in the province.

12. SERVICE DELIVERY IMPROVEMENT PLAN

The following tables reflect the components of the SDIP as well as progress made in the implementation of the plans.

Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
The Individual provision of housing subsidies and housing opportunities	<ul style="list-style-type: none"> South African residents earning R0 to R3 500 	Current Quantity of beneficiaries who applied for houses:	Planned <ul style="list-style-type: none"> 8 052 	<u>Beneficiaries Allocated</u> <ul style="list-style-type: none"> 4416

<p>to beneficiaries in accordance with the housing policy</p>	<ul style="list-style-type: none"> • Persons classified as aged • Persons classified as disabled • Persons not yet benefited from Government assistance • Persons married or co-habiting • Persons classified as military veterans 	<ul style="list-style-type: none"> • 8 557 		
<p>Main services</p>	<p>Beneficiaries</p>	<p>Current/actual standard of service</p>	<p>Desired standard of service</p>	<p>Actual achievement</p>
<p>Manage Beneficiary Administration</p>	<ul style="list-style-type: none"> • South African Residents earning R0- R3 500 • Persons classified as aged • Persons classified as disabled • Persons not yet benefited from Government 	<p>Current Quantity</p> <ul style="list-style-type: none"> • Sites- 5 195 • Houses- 5 906 	<p>Planned</p> <ul style="list-style-type: none"> • Planned target for stands is 13 851 • 9 563 housing units were planned 	<ul style="list-style-type: none"> • Delivered stands were 7 282 • Delivered houses were 9 492

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	<ul style="list-style-type: none">• Assistance Persons married or co-habiting and persons classified as military veterans		
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13. BATHO PELE ARRANGEMENTS WITH BENEFICIARIES (CONSULTATION ACCESS ETC.)

Current/actual arrangements	Desired arrangements	Actual achievements
<p>Consultation: Community Education ensures that the communities are informed on the Departmental policies and processes on how to access housing products and services on a quarterly basis</p>	<p>Community Education offers awareness sessions to the communities on housing products on a monthly basis.</p>	<p>1st quarter: 8 Workshops:</p> <ul style="list-style-type: none"> - Afri – Village - Rama City - Soshanguve IA & NN - Elijah Barayi (5 days) <p>*N.B. Covid-19 Level 4 Regulations, 10 People per sessions, 4 Sessions a day & multiple days workshops 320 Beneficiaries were educated</p> <p>2nd Quarter: 21 Workshops:</p> <ul style="list-style-type: none"> - Palm Ridge (3 days) - Welgespruit - Dan Thloome (2 days) - Elijah Barayi (6 days) Palm - Ridge (3 days) - Mont Rose (3 days) - Savannah City (2 days) <p>*N.B. Covid-19 Level 3 Regulations, 50 People per sessions, 3 Sessions a day & multiple days workshops 3 150 Beneficiaries were educated</p> <p>3rd Quarter: 13 Workshop</p> <ul style="list-style-type: none"> - Obed Mothombeni (2 days) - Soshanguve Ext - Thulani - Diepsloot

<ul style="list-style-type: none"> - Westonaria - Kagiso Ext 12 - Sebokeng - Obed Nkosi - Winterveldt - Mabopane - Garankuwa 	<p>*N.B. Covid 19 Level 2 Regulations, 100 People per sessions, 1 Sessions a day & multiple days workshops 1 300 Beneficiaries were educated</p> <p>4th Quarter: 9 Workshops</p> <ul style="list-style-type: none"> - Drieziek Proper - Drieziek Ext 4 - Chief Mogale - John Dube - Thina Sonke - Greenfields - Masechaba View - Mohlakeng - Khutsong South Ext 2 	<p>*N.B. Covid-19 Level 3 Regulations, 250 People per sessions, 1 Sessions a day 2 250 Beneficiaries were educated</p> <p>In total 51 Workshops Conducted & 7 020 Beneficiaries Educated</p> <p>Areas that MEC was deployed:</p> <ul style="list-style-type: none"> - Alexandra MEC was deployed together with the Premier and MEC of Health to Alexandra to visit areas that were affected by the first Cases of Covid 19 in the Province, and also to monitor the Launch of Covid-19 Testing
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<ul style="list-style-type: none"> - Tembisa MEC Maile together with Senior Managers and Social Development visited Tembisa Pension PayPoint and their visit was to monitor Compliance of Covid-19 Regulations. - Kempton Park-MEC Maile together with Senior Managers and Social Development visited Tembisa Pension PayPoint and their visit was to monitor Compliance of Covid-19 Regulations. - Alexandra Malls-MEC Maile together with MEC Mamabolo visited Alexandra Malls to monitor and enforce the compliance of Covid-19 Regulations. - Daveyton Malls-MEC Maile together with MEC Mamabolo visited Alexandra Malls to monitoring and enforce the compliance of Covid-19 Regulations. - Atteridgeville Schools-MEC together with Senior Managers from Human Settlements and COGTA, Education department visited three schools in Atteridgeville during the school reopening programme and they used their visit to also monitor readiness of learning and compliance of Covid-19. 	
<p>State of the Province Address MEC Maile visited MAWIGA zone and Soshanguve as part of State of the Province Address activities:</p> <ul style="list-style-type: none"> - Soshanguve MEC Manage to distribute more than 1000 Title Deeds to beneficiaries - Winterveld MEC visited Winterveld during State of the Province Address, community protested and planned to stop the State of the Province Address not to happen at that zone. <p>Their main concern was electricity. The Problem was resolved through Eskom as a service Provider of electricity Technical Committee was established to look on the long-term solutions since Eskom raises serious concern of Non-payment and illegal connections</p> <p>Garankuwa Community of Garankuwa embarked on the protest and their concern was also electricity supply and other services that government and City of Tshwane expected to provide in the area Public Meeting was convened where MEC Maile attended and address the community Eskom was part of the meeting and they committed to attend to the electricity problem, and also to participate to the Technical Committee that was established by the MEC</p>	

<p>Through Thuma Mina Fridays Title Deeds programme, MEC together with the department manage to distribute title Deeds to the following Areas across the Province:</p> <ul style="list-style-type: none"> - Ratanda Lesedi - Soshanguve Tshwane - Winterveld Tshwane - Savana City Midvaal 	
<p>Through Thuma Mina Fridays Title Deeds programme, MEC together with the department manage to distribute title Deeds to the following Areas across the Province</p> <ul style="list-style-type: none"> - Title deeds handover Title deeds handover Midvaal municipality <ul style="list-style-type: none"> • October 2020 Savanna City handed over 323 Title deeds Title • 08 December 2020 Obed Mthombeni handed over 1102 Title deeds - Title deeds handover City of Tshwane <ul style="list-style-type: none"> 18 November 2020 Soshanguve Ext1 handed over 385 Title deeds - Title deeds handover City of Tshwane (1 537 Title deeds <ul style="list-style-type: none"> • 09 December 2020 Winterveldt • 10 December 2020 Ga Rankuwa - Title deeds handover Title deeds handover Midvaal municipality <ul style="list-style-type: none"> • October 2020 Savanna City handed over 323 Title deeds - Title deeds handover Lesedi municipality <ul style="list-style-type: none"> • 08 December 2020 Obed Mthombeni handed over 1102 Title deeds - Title deeds handover City of Tshwane <ul style="list-style-type: none"> • 18 November 2020 Soshanguve Ext 1 handed over 385 Title deeds - Title deeds handover City of Tshwane (1 537 Title deeds <ul style="list-style-type: none"> • 09 December 2020 Winterveldt • 10 December 2020 Ga Rankuwa 	

		<ul style="list-style-type: none"> - Title deeds handover City of Joburg • 15 March 2021 Drieziek Proper handed over 156 Title deeds • 17 March 2021 Drieziek Ext 4 Handed over 169 Title Deeds - Title deeds handover Mogale City • 19 March 2021 Chief Mogale handed over 384 Title deeds - Title deeds handover City of Ekurhuleni • 23 March 2021 John Dube handed over 500 Title deeds • 25 March 2021 Tinsonke Handed over 650 Title Deeds • 26 March 2021 Greenfields Handed over 152 Title Deeds <p>MEC participated in a successful programme of handing over of Houses in the following areas:</p> <ul style="list-style-type: none"> - Khutsong West Merafong - Elijah Barayi Merafong - Clayville Ekurhuleni - Devon Lesedi - Palm Ridge Ekurhuleni
<p>Access:</p> <p>The Department of Human Settlements has decentralized the Beneficiary Administration functions on provision of Housing Subsidy to the Tshwane.</p>	<p>The Department of Human Settlements has decentralized the Beneficiary Administration functions on provision of Housing Subsidy to the Tshwane, Ekurhuleni, Sedibeng, Johannesburg</p>	<p>The officials in Beneficiary Administration assist the clients at the specific Regional Offices in handling Housing Subsidy matters, through face-to-face consultations,</p> <p>Due to Covid 19 Pandemic also assist clients telephonically and through emails.</p>

Ekurhuleni, Sedibeng, Johannesburg and Westrand Regional offices	and Westrand Regional offices	
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14. SERVICE DELIVERY INFORMATION TOOL

Current/actual information tools	Desired information tools	Actual achievements
<p>Information brochures/ manuals on housing products are available at the Customer Support Centre help desk at all times, allow Walkins, one on one communication, Imbizos, Ntirhisano, Public Exhibitions.</p>	<p>Brochures, Radio stations and loud hailing techniques are used for giving information on housing products to the beneficiaries, inclusive of social media platforms, community radio stations, media buying increased media buying, translation of brochures to different languages. To reach Community, national and Local TV, new media, intranet, departmental website, social media accounts, Internal and External publications, Tshumelo, HS Gernal, HS Express, Facebook, Twitter, Instagram and Utube.</p>	<p>The media coverage for the GDHS are: Radio 2000, Vaal News, Daily Sun, Sowetan, the New Age, Pretoria News, City Press, CNBC Africa, INC, ANN7, Lesedi FM, Thetha FM and Business Daily The signage for the Regional Offices has been updated Pamphlets and brochures to the GDHS are updated as and when the need arises for the purpose of updating the clients with the Department.</p>

<p>Copies of the Housing Subsidy System printout per project of approvals and details of rejections on Housing Subsidy are handed to the Beneficiary Regional Teams as and when the information is available. Information on Business Processes and Standard Operating Procedure is provided to the Internal user/clients.</p>	<p>The Housing Subsidy System and the needs register system are integrated and the update of whether the client benefited or not shows on both systems? Standardized terminology is applied on the information on Business Processes and Standard Operating Procedure, so that it can be understood across regions, e.g. Detail design, final engineering design, water and sewer alignment.</p>	<p>The process of interfacing the Housing Subsidy System and the needs register by the National Department of Human Settlements is finalised. The main reason is to ensure proper reporting for planning process. The following objective of the integration were achieved.</p> <p>The Department is able to report on the progress of the applicant's application status.</p> <p>Application status reflects the progress of the application, as from 2016/17 financial year. Business processes developed. Consultations with stakeholders have been conducted; to ensure that business processes are aligned in detail to Standard Operating Procedures. The Business processes developed and approved are for the following Units:</p> <p>Business unit functions: Subsidy Programme Management and Administration, National Department of Human Settlements, have updated the Project Process Guide for Human Settlements Programmes in November 2017.</p>
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15. COMPLAINTS MECHANISM

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
<p>Political Izimbizo and public meetings</p>	<p>To acknowledge and resolve all registered complaints within the specific standards and timelines which are 14 days acknowledgement and resolved within 90 days as per the Service Charter standards</p>	<p>Enhanced the existing complaints and management systems (better interface). The complaints are referred to relevant directorates for example: Rental Tribunal and Asset Transfers in the Directorate Project Management Office and the regional offices</p>
<p>Acknowledgement of complaints and queries</p>	<p>Complaints and queries acknowledged within 14 days and resolved within 90 days</p>	<p>GDHS Departmental Complaints: 684 cases were registered and 462 resolved from April 2020 to March 2021 with 222 cases still pending. GDHS resolved 68% of the cases registered. Hotline completed complaints: 1st Quarter- 0 2nd Quarter- 42 3rd Quarter- 248 4th Quarter – 394</p>

Table Total number of employees (including employees with disabilities) in each of the following occupational bands as on 31 March 2021

Occupational band	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
01 - Senior officials and managers	26	0	2	2	26	0	1	0	57
02 - Professionals	86	3	4	2	85	2	1	2	185
03 - Technicians and associate professionals	41	1	3	1	78	2	2	1	129
04 - Clerks	104	0	1	0	166	7	6	5	289
05 - Service shop and market sales workers	12	2	0	1	5	0	0	0	20
07 - Craft and related trade workers	3	0	0	2	1	0	0	0	6
08 - Plant and machine operators and assemblers	8	0	0	0	0	0	0	0	8
09 - Labourers and related workers	21	0	1	0	13	0	0	0	35
Total	301	6	11	8	374	11	10	8	729

Employees with disabilities	7	0	0	0	8	0	0	0	15
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Table Total number of employees (including employees with disabilities) in each of the following occupational categories as on 31 March 2021

Occupational category	Male				Female				Total
	African	Coloured	Indian	White	African	Coloured	Indian	White	
Top Management	1	0	0	0	3	0	0	0	4
Senior Management	16	0	2	1	12	0	2	0	33
Professionally qualified and experienced specialists and mid-management	116	3	5	4	123	2	1	0	254
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	91	3	3	3	184	7	7	8	306
Semi-skilled and discretionary decision making	70	0	0	0	42	2	0	0	114

Contract (Top Management), Permanent	0	0	1	0	1	0	0	0	0	0	2
Contract (Senior Management), Permanent	5	0	0	0	3	0	0	0	0	0	8
Contract (Professionally Qualified), Permanent	2,	0	0	0	3	0	0	0	0	0	5
Contract (Skilled Technical), Permanent	0	0	0	0	3	0	0	0	0	0	3
Total	301	6	11	8	374	11	10,	8	729		

16. PROGRAMME EXPENDITURE

The table below provides a high-level comparison of 2019/20 versus 2020/21 of the expenditure incurred by the Department against the appropriated funds

Payment of expenditure by programme for the period 1 April 2019 to 31 March 2021

Programme	2019/2020	2020/2021	2019/2020	2020/2021
	Funds Released	Funds Released	Funds Received	Funds Received
Administration	589 244	589 244	-	627 196
Housing Needs, Research and Planning	8 457	18 457	-	37 652
				627 196
				37 652
				-
				-

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Housing Development	4 681 800	4 681 800	-	5 121 257	5 121 257	-
Housing Assets Management Property Management	188 406	188 406	-	260 437	260 437	-
Total	5 477 907	5 477 907	-	6 046 542	6 046 542	-

Recommended

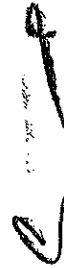
 Not Recommended



MS. PHINDILE MBANJWA
 HEAD OF DEPARTMENT
 DATE: 25/11/2021

Approved

 Not Approved



MR. LEBOGANG MAILE, MPL
 MEC: DEPARTMENT OF HUMAN SETTLEMENTS, URBAN PLANNING AND COGTA
 DATE: 29/11/2021