



**GAUTENG PROVINCE**

HUMAN SETTLEMENTS  
REPUBLIC OF SOUTH AFRICA

# ANNUAL CITIZEN'S REPORT 2023/2024

**1. DEPARTMENT GENERAL INFORMATION****Physical Address:**

11 Diagonal Street  
Johannesburg  
2001

**Postal Address:**

Private Bag X79  
Marshalltown  
2107

**Telephone Number/s:** 011 085 2531 Office of the HOD/Communications

**Fax Number:** 011 355 5196

**Regional Offices**

<b>Region</b>	<b>Customer Support Center</b>
Johannesburg	Physical Address: 4th floor, Ikusasa House 129 fox street, Johannesburg Telephone: (011) 630 5093/5089/5081
Ekurhuleni	Physical Address: Nevada Building 68 Voortrekker Street, Alberton Telephone: (011) 861 3001/3071/3070
Tshwane	Physical Address: Tshwane Regional Office Gilboa Building 50 Hamilton Street, Arcadia Telephone: (012) 303 3300/3301
West Rand- Mogale City	Physical Address: Mogale City Regional Office (Krugersdorp) Lubners Building 57 Cnr Kruger and Burger Street, Krugersdorp Telephone: (011) 662 8311/8328/8329
Sedibeng- Vereeniging	Physical Address: 28 Market Street, Vereeniging Telephone: (016) 440 1255/1278

**Website Address:** [www.gdhs.gpg.gov.za/](http://www.gdhs.gpg.gov.za/) [www.gautengonline.gpg.gov.za](http://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.

### **Vision:**

‘Integrated Sustainable Human Settlement within a Smart Gauteng City Region.’

### **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.

**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 organisation 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 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, 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 instil 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.

**3. Who is in charge?**

The MEC for the Department of Human Settlements is Honourable Ms. Tasneem Motara, she is an elected politician and is responsible for directing the department's activities in line with National and Provincial priorities.

Ms. Phindile Mbanjwa is the Head of the Department, appointed by the Premier, to ensure that the Department implements the policies of the Provincial Executive Committee effectively and efficiently.

#### 4. SERVICE DELIVERY IMPROVEMENT PLAN

Service standards were set in consultation with all relevant stakeholders. Below are the Service Delivery Improvement Plan (SDIP) key services and the results achieved in 2023/2024:

##### Main services and standards

Main services	Beneficiaries	Current/actual standard of service	Desired standard of service	Actual achievement
Manage the Non-Credit Linked Individual Subsidy Programme	<ul style="list-style-type: none"> <li>South African Residents earning R0- R3 500</li> <li>Persons classified as aged</li> <li>Persons classified as disabled</li> <li>Persons not yet benefited from Government Assistance</li> <li>Persons married or co-habiting and persons classified as military veterans</li> </ul>	<b>Current Quantity</b> 100% allocation of completed housing units to approved beneficiaries	<b>Planned</b>  Allocate 6 000 completed and quality assured houses	<b>Sedibeng Region:</b> Out of the 5 513 readily available housing units, 5_053 have been allocated to the approved beneficiaries, 92% YTD cumulatively
		100% allocation of completed housing units to approved beneficiaries to curb invasions	Conduct more education on step-by-step processes to beneficiaries on housing allocation	
		100% allocation of housing units to beneficiaries of the deceased	100% Beneficiaries of deceased approved applicants allocated houses	
		deceased.	allocated houses.	

## 5. BATHO PELE ARRANGEMENTS WITH BENEFICIARIES (CONSULTATION ACCESS ETC.)

Current/actual arrangements	Desired arrangements	Actual achievements
<p><b>Consultation:</b> 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><b>61</b> Consumer Education and Empowerment Sessions on housing Policies, programmes and <b>13</b> community outreach were held at the following areas:</p> <p><b>1st Quarter:</b>            Khutsong Ext. 2 &amp; 4            Townlands            Social Housing            Geluksdal            Elijah Barayi            Block 1401            Helderwyk            Fluerhof Ext. 21 &amp; 30            Leeupoort</p> <p><b>2nd Quarter:</b>            Vosloorus            Hamanskraal            Hamanskraal            Jabavu Soweto            Hamanskraal            Clayville            Orlando East            Clayville Ext. 79            Clayville Ext. 80            Clayville            Sokhulumu            Toekomsrus            Consumer            Education BaraHospital            Lefurheng First            Home Finance            Goudrand</p> <p><b>3rd Quarter</b>            Title Deeds            Consumer            Education            – Mabopane</p>

		<p>Social Housing  Consumer  Education  – Marabastad  Councilor's  Workshop for  Eastern Region –  Ekurhuleni  Commemoration  of older persons/special needs  – Diepkloof  Soweto and  Subsidy  Administration  Consumer  Education  Sebokeng Zone  12 Sectional Title  Consumer  Education  – South Hills  Social Housing  Consumer  Education  – Pimville  Mabopane Block  S Brickvalley  Mabopane Unit  CV Soshanguve A  &amp; B Soshanguve  M Ext Obed  Nkosi  Impumelelo John  Dube Kagiso Ext.  13 Sebokeng X24  Tshepiso Ext. 1  Greenspark Ext. 1</p> <p><b>4th Quarter</b>  Social  Housing  Consumer  Education –  Townlands  Title Deeds  Education  – Rietfontein  Generic  Housing</p>
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		<p>Education –  Vosloorus  SocialHousing Consumer  Education – Townlands  – Title Deeds  Education – Obed  Nkosi Soshanguve  Ext. 08, 09 &amp; 10  (Tshwane) - Consumer  Education  and Title Deeds  Hand Over.  Boiketlong  (Emfuleni) Consumer  Education  post allocation  Dan Thloome  (Rand West) Post  Allocation Consumer  Education  Goudrand  (Joburg – Consumer  Education  pre allocation  Consumer Education  pre allocation  – Goudrand  Generic Housing  Community  Education – Naledi  Social Housing  Consumer Education  – Townlands  Preallocation  Community  Education –  Helderwyk  Preallocation  Community  Education –  Clayville</p> <p><b>MEC Outreach Programme Support</b>  <b>Quarter 1:</b>  Soweto Outreach  <b>Quarter 2:</b>  Exhibition and one-on-one engagement  with George Goch Hostel Residents,  Exhibition and pre-event presentation at</p>
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		<p>the MEC Title Deeds Handover Event Exhibition one-on-one with community members of Sebokeng at Thabong Mall, Exhibition and one-on-one engagement with community members of Sebokeng at Evaton Mall</p> <p><b>Quarter 3:</b> Mall Activation: Atlyn Mall</p> <p><b>Quarter 4:</b> Soshanguve Ext. 1 MEC Outreach Katlehong Outreach Education Stratford MEC Event Outreach Soshanguve Ext 06 MEC Event Outreach Fluerhof MEC Event Outreach Goudrand MEC Event Outreach Daveyton Outreach Education Session</p> <p><b>NTIRHISANO</b></p> <p><b>Quarter 1:</b> <b>West Rand Title deeds Handover:</b> 1284 Title deeds were handed over Khutsong Ext.1&amp;2</p> <p><b>Quarter 2:</b> <b>Sedibeng Title Deeds Handover:</b> 298 Title deeds were handed over at Savanna City</p> <p><b>Quarter 3:</b> <b>Ekurhuleni Title deeds Handover:</b> 220 Title deeds were handed over at Palmridge Ext 9</p> <p><b>Quarter 4:</b> <b>City of Tshwane Title deeds Handover:</b> 555 Title deeds were handed over at Soshanguve South Ext1. 583 Title deeds handed over at Soshanguve South Ext 4.</p> <p><b>Sedibeng Title Deeds Handover:</b> 366 title deeds were handed over at Stretford Proper &amp; Ext1:</p>
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		<p><b>SCHOOL READINESS PROGRAMME</b>  <b>Quarter 1:</b>  <b>SCHOOL READINESS PROGRAMME</b>                  MEC Maile was deployed to the following schools to check readiness: Refithilepele Primary School Makhosini Combined School Smart Kidz ECD: Soshanguve.</p> <p><b>HOSTEL STAKEHOLDER ENGAGEMENT</b>                  MEC Maile visited the Inner-City &amp; Diepkloof Hostel to check for the progress in terms of development &amp; to address the challenges experienced by the community of the hostel in relation to the dilapidating state of the hostel and the urgent need for relocation and development of the hostel.</p> <p><b>HANDOVER OF HOUSES</b>  <b>Quarter1:</b>  <b>Handover of houses:</b>                  Ekurhuleni Region: Helderwyk Ext. 8: 74 houses were handed over Lufhereng Ext. 5: handed over 212 houses were handed over of which 19 were for Military Veterans and 6 are for people with disabilities.</p> <p><b>Quarter 2:</b>                  The Rapid Response Team: Community Empowerment with the support of project managers, conducted an audit for all active projects which are on the business plan:  <b>West Rand Region:</b> Audited 11 Active Projects  <b>Tshwane Region:</b> Audited 8 Active Projects  <b>Sedibeng Region:</b> Audited 7 Active Projects  <b>Ekurhuleni Region:</b> Audited 5 Active Projects  <b>City of Joburg Region:</b> Audited 4 Active Projects.</p> <p><b>Quarter 3:</b>                  The Rapid Response Team: The MEC met with all the Ward Councillors of The Sedibeng Region to assist with challenges</p>
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		<p>faced with the construction sector and service delivery matters Rapid Response Team continued to provide support to project management with the Department assisting with the following: Establishment of Project Steering Committees in all Active Project. Participate in all Project Steering Committee Meetings in each project. Participate in all Technical Meetings in each project.</p>
<p><b>Access:</b> The Department of Human Settlements has decentralized the Beneficiary Administration functions on provision of Housing Subsidy to the Tshwane, Ekurhuleni, Sedibeng, Johannesburg and Westrand Regional offices.</p>	<p>The Department of Human Settlements has decentralized the Beneficiary Administration functions on provision of Housing Subsidy to the Tshwane, Ekurhuleni, Sedibeng, Johannesburg and Westrand Regional offices.</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>

## 6. 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.</p> <p>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 Yotube.</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 about 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 on whether the client benefited or not, shows on both systems. Standardised terminology is applied on the information on business processes and Standard Operating Procedure, so that it can be understood across regions, e.g., detailed 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 the planning process. The following objective of the integration were achieved: The Department is able to report on the progress of the applicant's application status. 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</p>

		<p>that business processes are aligned in detail to Standard Operating Procedures. The business processes developed and approved are for the following Units: Business Unit functions: Subsidy Programme Management and Administration. The National Department of Human Settlements has updated the Project Process Guide for the Human Settlements Programmes in November.</p>
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## 7. COMPLAINTS MECHANISM

Current/actual complaints mechanism	Desired complaints mechanism	Actual achievements
Political Izimbizo and public meetings	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	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
Acknowledgement of complaints and queries	Complaints and queries acknowledged within 14 days and resolved within 90 days	<p><b>Complaints against the GDHS:</b>                      1 434 cases were registered and 1 345 resolved from April 2023 to March 2024 with 89 cases still pending. The GDHS resolved 94% of the cases registered.</p> <p><b>Hotline completed complaints:</b>                      1<sup>st</sup> Quarter – 632                      2<sup>nd</sup> Quarter – 340                      3<sup>rd</sup> Quarter – 380                      4<sup>th</sup> Quarter – 82</p>

## OUR ORGANISATION AND STAFFING

The Department's total staff establishment as at the 31 March 2024 was 683.

### RACE DISTRIBUTION

- African : 636
- Coloured : 15
- Indian : 19
- White : 13

### GENDER DISTRIBUTION

- Male : 289
- Female : 394

### GENDER DISTRIBUTION AT SENIOR MANAGEMENT LEVEL

- Male : 20
- Female : 26

### EMPLOYEES WITH DISABILITY

- Male : 07
- Female : 10

Departmental employees are diverse in that all staff members can speak at least one of the eleven national languages.

## 8. PROGRAMME EXPENDITURE

The table below provides a high-level comparison of 2022/23 versus 2023/24 of the expenditure incurred by the Department against the appropriated funds.

## Payment of expenditure by programme for the period 1 April 2023 to 31 March 2024

Programme Name	2023/2024			2022/2023	
	Final Appropriation	Actual Funds Received	Funds not requested/ not received	Final Appropriation	Actual Funds Received
	R'000	R'000	R'000	R'000	R'000
Administration	749 691	749 691	-	769 512	769 512
Housing Needs, Research and Planning	22 718	22 718	-	21 368	21 368
Housing Development	4 950 587	4 950 587	-	5 299 571	5 299 571
Housing Assets Management Property Management	198 828	198 828	-	317 288	317 288
<b>Total</b>	<b>5 921 824</b>	<b>5 921 824</b>	<b>-</b>	<b>6 407 739</b>	<b>6 407 739</b>

The above Annual Citizens Report outlines an overview of the achievements of Gauteng Department of Human Settlements for the 2023/2024 financial year.



**MS. TASNEEM MOTARA, MPL**

**MEC: DEPARTMENT OF HUMAN SETTLEMENTS**