



**GAUTENG PROVINCE**  
HUMAN SETTLEMENTS  
REPUBLIC OF SOUTH AFRICA

# ANNUAL CITIZEN'S REPORT

## 2021/2022

**1. DEPARTMENT GENERAL INFORMATION**

**Physical Address:**  
 11 Diagonal Street  
 Johannesburg  
 2001

**Postal Address:**  
 Private Bag x 79  
 Marshalltown  
 2107

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

**Fax Number:**  
 011 355 5196

Regional Offices

<b>Region</b>	<b>Customer Support Centre</b>
Johannesburg	129 Fox Street, Johannesburg, Marshalltown 2107 <b>Telephone: 011 630 5093 / 5089 / 5081</b>
Ekurhuleni	68 Voortrekker Rd, Nevada Building, Alberton <b>Telephone: (011) 861 3001 / 3071 / 3070</b>
Tshwane	50 Hamilton Street, Gilboa Building, Corner Hamilton and Edmond Street, <b>Telephone: (012) 303 3300 / 3301</b>
West Rand - Mogale City	56 Kruger Street, Corner Burger Street, Lubners Building, Krugersdorp, Mogale City <b>Telephone: (011) 662 8311 / 8328 / 8329</b>
Sedibeng - Meyerton	1 Loch Street, Bobworth Centre, Meyerton <b>Telephone: (016) 360 7000 / 7725</b>

**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 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, 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 Mr. Lebogang Maile, he 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 STANDARDS IN TERMS OF THE SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)**

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 2021/2022:

**5. MAIN SERVICES AND STANDARDS**

Main services	Desired / planned standard of service	Actual achievement
Manage Beneficiary Administration	<p><b>Sedibeng = 2 180</b></p> <p><b>Ekurhuleni = 4521</b></p>	<p>The objective of the Beneficiary Management Unit is to manage the administration of the housing subsidy programme for beneficiaries.</p> <p>This mandate is derived from the Housing Consumer Protection Measures Act of 1998.</p> <p>Sedibeng Regions planned to issue <b>2 180</b> houses to qualifying South African Citizens, A total of <b>3 775</b> houses were issued and exceeded the annual planned target of 2180.</p> <p>Ekurhuleni Region planned to issue <b>4 521</b> houses to qualifying South African Citizens, A total of <b>4 027</b> houses were issued. The remaining 494 houses not issued are due to further investigations.</p>

**6. BATHO PELE ARRANGEMENTS WITH BENEFICIARIES (CONSULTATION ACCESS)**

Current/factual 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>1st Quarter 2021</b></p> <p>1 500 beneficiaries were educated on subsidies, title deeds &amp; Law of Succession</p> <ul style="list-style-type: none"> <li>• Soshanguve Ext 01, 08, 09, 10,</li> <li>• Soshanguve Block T, Block IA</li> <li>• Fleurhof Mega Project</li> <li>• Riverside Mega Project.</li> </ul> <p><b>2nd Quarter 2021</b></p> <p>1 600 beneficiaries were educated on subsidies, title deeds &amp; Law of Succession</p> <ul style="list-style-type: none"> <li>• Riverside Mega Project</li> <li>• Obed Mthombeni Nkosi</li> <li>• Ekurhuleni School for the Deaf</li> <li>• Savannah City Mega Project</li> <li>• Fleurhof Mega Project</li> <li>• Palm Ridge Mega Project</li> <li>• Soshanguve Block T</li> <li>• Soshanguve IA</li> <li>• Ga-Rankuwa</li> <li>• Chief Mogale Ext 3</li> <li>• Chris Hari</li> <li>• Etwatwa Ext 9.</li> </ul> <p><b>3rd Quarter 2021</b></p> <p>1 850 beneficiaries were educated on subsidies, title deeds &amp; Law of Succession</p> <ul style="list-style-type: none"> <li>• Langaville</li> <li>• Villaliza Ext2</li> <li>• Windmill Park Ext 8</li> <li>• Drieziek Ext 3</li> <li>• Knutsong Ext 5</li> <li>• Elijah Barayi – Block 1405</li> <li>• Palm Ridge Ext 14, 15, 16,17, 34, 35</li> <li>• Elijah Barayi</li> <li>• Riverside Mega Project</li> </ul>

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		<ul style="list-style-type: none"> <li>• Westonaria Borwa Mega Project</li> <li>• HCT - Social Housing.</li> </ul> <p><b>4th Quarter 2022</b></p> <p><b>2 900</b> beneficiaries were educated on subsidies, title deeds &amp; Law of Succession</p> <ul style="list-style-type: none"> <li>• Langaville</li> <li>• Riverside Mega Project</li> <li>• Alliance Ext 17</li> <li>• Elijah Barayi Mega Project</li> <li>• Townlands Social Housing</li> <li>• Villa Lisa Ext 6</li> <li>• Palm Ridge Ext 04, 05, 07, 08,</li> <li>• Beverly Hills.</li> </ul>
<p><b>Access:</b></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 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> <p>Due to Covid 19 Pandemic also assist clients telephonically and through emails.</p>



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**7. SERVICE DELIVERY INFORMATION TOOL**

Current/actual information tools	Desired information tools	Actual achievements
<p>Information brochures/ manuals on housing products are always available at the Customer Support Centre help desk, 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 Youtube.</p>	<p>The media coverage for the GDHS are as follows: Radio 2000, Vaal News, Daily Sun, Sowetan, the New Age, Pretoria News, City Press, CNBC Africa, INC, ANN7, Lesedi FM, Theta 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: 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 that business processes are</p>

		<p>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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**8. OUR ORGANISATION AND STAFFING**

The Department's total staff establishment as at the 31 March 2019 was 439.

**RACE DISTRIBUTION**

- African : 675
- Coloured : 17
- Indian : 21
- White : 16

**GENDER DISTRIBUTION**

- Male : 326
- Female : 403

**GENDER DISTRIBUTION AT SENIOR MANAGEMENT LEVEL**

- Male : 24
- Female : 20

**EMPLOYEES WITH DISABILITY**

- Male : 09
- Female : 09

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

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**9. PROGRAMME EXPENDITURE**

The table below provides a high-level comparison of 2020/21 versus 2021/22 of the expenditure incurred by the Department against the appropriated funds

**Payment of expenditure by programme for the period 1 April 2021 to 31 March 2022**

Programme Name	2021/2022			2020/2021	
	Final Appropriation	Actual Expenditure	Variance	Final Appropriation	Actual Expenditure
Administration	543 513	524 423	19 090	589 244	546 338
Housing Needs, Research and Planning	19 062	13 562	5 500	18 457	13 772
Housing Development	5 211 295	4 975 272	236 023	4 681 800	4 534 131
Housing Assets Management Property Management	192 256	166 193	26 063	188 406	156 935
<b>Total</b>	<b>5 966 126</b>	<b>5 679 450</b>	<b>286 676</b>	<b>5 477 907</b>	<b>5 251 176</b>

The above Annual Citizens Report outlines an overview of the achievements of Gauteng Department of Human Settlements for the 2021/22 financial year.



**MR. LBOGANG MAILE (MPL)**  
**MEC: DEPARTMENT OF HUMAN SETTLEMENTS AND INFRASTRUCTURE DEVELOPMENT**  
 DATE: 21/11/2022