

# **GAUTENG PROVINCE**

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

## ANNUAL CITIZEN'S REPORT 2021/2022

# 1. DEPARTMENT GENERAL INFORMATION

Johannesburg 2001 Physical Address: 11 Diagonal Street

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

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

## Website Address:

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

## 2. WHO ARE WE

We are the Gauteng Department of Human Settlement

promotion of integrated and sustainable communities 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 The Department is committed to the "Creation of sustainable human settlement and improved

#### 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;
- human settlements; and strategic frameworks that enable speedy, effective, and efficient delivery of The development and implantation of responsive research-based policies, legislation
- Facilitating the development of spatially just, efficient, equitable, sustainable, and transformed human settlements
- homeowners and Programme that provides social justice through security of tenure and asset value for Implementing an efficient and effective Beneficiary Administration and Title Deeds
- stock/property assets Effective, efficient, and compliant management of the Department's housing

#### VALUES

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

#### i. Honesty

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

#### ii. Loyalty

compromise the Department by leaking confidential information information like Supply Chain Management (SCM) practitioners, risk management officers, document management practitioners, office cleaners and others must not Always put the interest of the Department first. Employees who work with confidential

## iii. Professionalism

Behaviour towards colleagues, public and stakeholders must always be of good responsibility even in matters that do not fall within their duties. standard. For example, employees' must always be cordial to <u>a</u> and take

## iv. Human dignity

respectful to the public, other employees, and everyone that we come in contact with We must demonstrate a caring attitude, a willingness to serve and we must be all the time

## v. Service delivery

public. Employees must provide excellent service as expected by our stakeholders and the

# vi. Sanctioning bad and rewarding good behaviour

wrongdoing and reward good behaviour, always saying "thank you" when one has We have a done well. duty to put control measures to prevent bad behaviour, to discipline

## vii. Sound ethical standards

daily operations. They must do the right thing and add value to the Department. Employees and managers must instil and uphold ethical values and standards in their

## viii. Accountability

our actions and decisions. Where wrong decisions or actions were taken, restore Every one of us must account for his/her actions and be willing to provide reasons for

### ix. Integrity

Do the right thing, even when nobody is watching

## x. Excellence

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

## 3. WHO IS IN CHARGE

and Provincial priorities. 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

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

# 4. SERVICE STANDARDS IN TERMS OF THE 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 2021/2022:

## 5. MAIN SERVICES AND STANDARDS

		Manage Beneficiary Administration	Main services
Ekurhuleni = 4521	Sedibeng = 2 180		Main services   Desired / planned   standard of   service
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.	This mandate is derived from the Housing Consumer Protection Measures Act of 1998.  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.	The objective of the Beneficiary Management Unit is to manage the administration of the housing subsidy programme for beneficiaries.	Actual achievement

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

our entractual	Desired arrangements	Actual achievements
arrangements		
Consultation:	Community Education	1st Quarter 2021
Community Education	ers awareness session	1 500 beneficiaries were educated
ensures that the communities are informed on the	housing products on a	on subsidies, title deeds & Law of Succession
artmental policies	monthly basis.	<ul> <li>Soshanguve Ext 01, 08, 09, 10,</li> </ul>
processes on how to access		<ul> <li>Soshanguve Block T, Block IA</li> <li>Fleurhof Mega Project</li> </ul>
on a quarterly ba		<ul> <li>Riverside Mega Project.</li> </ul>
		2nd Quarter 2021
		1 600 beneficiaries were educated on subsidies, title deeds & Law of Succession
		<ul> <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> </ul>
		<ul> <li>Soshanguve Block I</li> <li>Sa-Rankuwa</li> </ul>
		<ul> <li>Chief Mogale Ext 3</li> <li>Chris Hani</li> <li>Etwatwa Ext 9.</li> </ul>
		3rd Quarter 2021
All dates		1 850 beneficiaries were educated on subsidies, title deeds & Law of Succession
		<ul> <li>Langaville</li> <li>Villaliza Ext2</li> <li>Windmill Park Ext 8</li> </ul>
		<ul><li>Drieziek Ext 3</li><li>Khutsong Ext 5</li></ul>
		<ul> <li>Elijah Barayi – Block 1405</li> <li>Palm Ridge Ext 14, 15, 16,17, 34, 35</li> </ul>
		<ul><li>Elijah Barayi</li><li>Riverside Mega Project</li></ul>

## Annual Citizen's Report 2021/2022

	št	vvestrand Regional offices
Due to Covid 19 Pandemic also assist clients telephonically and through emails.	Housing Subsidy to the Tshwane, Ekurhuleni, Sedibeng Johanneshurg	to the Tshwane, Ekurhuleni, Sedibeng, Johannesburg and
Housing Subsidy matters, through face- to-face consultations,	Beneficiary Administration functions on provision of	Administration functions on provision of Housing Subsidy
Administration assist the clients at the specific Regional Offices in handling	Settlements has decentralized the	Settlements has
The officials in Beneficiary	The Department of Human	The Department of Human
		Access:
Beverly Hills.		
<ul> <li>Palm Ridge Ext 04 05 07 08</li> </ul>		
<ul> <li>Townlands Social Housing</li> </ul>		
<ul> <li>Elijah Barayi Mega Project</li> </ul>		
<ul> <li>Alliance Ext 17</li> </ul>		
<ul> <li>Riverside Mega Project</li> </ul>		
<ul> <li>Langaville</li> </ul>		
Succession		
on subsidies title deeds & liaw of		
on honorising the plants.		
4th Quarter 2022		
HCT- Social Housing.		
<ul> <li>Westonaria Borwa Mega Project</li> </ul>		

# 7. SERVICE DELIVERY INFORMATION TOOL

brochures/ Brochures, Radio stations and loud hailing techniques e always are used for giving and loud hailing techniques behaviors, are used for giving are as follows:  Public media buying increased media buying increased media buying increased media buying increased media buying translation of brochures to different languages.  To reach Community, national and Local TV, new media, linternal and External publications, Tshumelo, HS Gernal, HS Express, Facebook, Twitter, Instagram and Yotube.  The Housing Subsidy Housing Subsidy are whether the client benefited Operating Processes and Operating Processes and Standard on the information on the information on design, final engineering design, water and sewer consultations with stakeholo have been conducted; to entail business processes and that business processes and the brochures to different Pamphlets and brochures to GDHS are updated as and website, social media accounts, internet, languages.  The Housing Subsidy Housing Subsidy Housing Subsidy Housing Subsidy System and the update of simalised.  The processes of interfacing Procedure, so plan integration were achieved. The main reason is to entain the information on the information on Standard and Standard design, final engineering design, water and sewer Consultations with stakeholo have been conducted; to entail business processes			
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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.

## 9. PROGRAMME EXPENDITURE

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

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

5 251 176	5 477 907	286 676	5 679 450	5 966 126	Total
					Management
					Property
				•	Management
156 935	188 406	26 063	166 193	192 256	Housing Assets
					Development
4 534 131	4 681 800	236 023	4 975 272	5 211 295	Housing
					Planning
					Research and
13 772	18 457	5 500	13 562	19 062	Housing Needs,
546 338	589 244	19 090	524 423	543 513	Administration
Expenditure	Appropriation		Expenditure	Appropriation	
Actual		Variance	Actual	EW4	Programme Name
2020/2021	20		2021/2022		

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