



the citizen's report card

Department of **Local Government and Housing**
Isebe **looRhulumente boMmandla nezeZindlu**
Departement van **Plaaslike Regering en Behuising**





The citizen's report card

The Citizen's Report Card is an account of the activities of the Western Cape Department of Local Government and Housing, for the period 01 April 2007 to 31 March 2008.

Dear Citizen,

As the **Western Cape Department of Local Government and Housing** we envision a Province where every household has a home and that home forms part of a community where people can live, work and play. All our efforts are directed towards the achievement of this ideal.

The Political leaders responsible for the Department are:

Mr. P.M (Whitey) Jacobs, Minister of Housing.

Mr. Pierre Uys, Minister of Local Government.

The Ministers are politically elected and the Head of Department is an appointed public servant: Ms Shanaaz Majiet



Department of
Local Government and Housing
Western Cape

For any enquiries, please contact our
Helpdesk at (021) 483 2342.



*Mr. PM (Whitey) Jacobs,
Minister of Housing*



*Mr. P (Pierre) Uys,
Minister of Local Government*

What is Our Vision?

Creating integrated and sustainable human settlements within developmental and well governed municipalities

What is Our Mission?

- To be effective agents of change in capacitating local authorities to deliver services and ensure integrated and sustainable development
- To promote, facilitate and develop participative and integrated sustainable human settlements
- To facilitate delivery through sound administration and the engagement of all spheres of government and social partners

What do we do?

- We provide houses and plots to poor people, and we make sure that housing projects are not too far away from cities / town centres.
- We provide rental units.
- We repair houses that pose a risk to the people who live in them.
- We manage disasters such as floods and fires.
- We make sure that citizens participate in municipal planning.
- We make sure that different levels of government work together.
- We monitor and support municipalities.
- We inform citizens of the services government offers.

Who are our staff?

On 31 March 2008 we had 667 staff members. We have met our targets, in terms of the Employment Equity Act. 212 of our staff are African, 354 are Coloured, 8 are Indian, and 93 are White. 340 of our staff are women, while 9 are persons with disabilities.

We employ administrators, technicians, engineers, project managers, architects, inspectors and community development workers.

How did we do in 2007/08?

- In 2007/08 we set a target of building 16 000 houses and servicing 18 000 plots. The Department is proud that it managed to overshoot its targets: in 2007/08 delivery altogether totalled **16 093** housing units and **18 064** serviced plots. This translates into concrete improvements for over **34 000** households.
- We made **1001** tenant households proud owners of their houses.
- In terms of the Upgrade of Informal Settlements Programme, the Department approved 20 projects, benefiting about **20 100** households.
- We assisted **15 322** households living in dangerous conditions in terms of the Emergency Housing Programme.
- A total of **2 473** families are benefiting from the Rectification Programme (house repairs).
- The 1 000 Volunteer Programme saw the Department boosting the People's Housing Process by building **277** houses in Wallacedene.





Our budget

Our total budget for 2007/08 was R1, 431 billion, of which we managed to spend 95% or R1, 353 billion. Staff costs totalled R110 million or 8% of total spend.

Below is a breakdown of how the budget was allocated:

Administration	78 million
Housing	1,276 billion
Local government	77 million
Total	1,431 billion

Subsidy for people with disabilities

Beneficiaries who are wheelchair bound, have vision loss, are hearing impaired or have limited use of upper limbs qualify for a housing subsidy plus additional funds for special additions to their houses such as paving and ramps to their doors, grab rails in bathrooms, kick plates to doors and visible doorbells for the deaf. A beneficiary who becomes disabled subsequent to receiving the housing subsidy may also apply.

Our key objectives for the 2008 / 09 financial year

- To build 19 050 houses and service 18 011 plots
- We are currently exploring ways that government could provide a subsidy to landlords to upgrade the structures in backyards so that they meet basic health and safety standards.
- The Department is recommending that a percentage of all new housing projects in the province will be set aside for Backyarders.
- Within the 27 vulnerable areas targeted by the Social Transformation Programme, the Department will deliver 11 970 houses and 12 267 serviced sites.
- We will increase rental housing opportunities.

Frequently asked questions

QUESTION 1

I want to know if I am on the waiting list.

ANSWER

All waiting lists are kept at the relevant municipalities. You will be referred to your municipality to query whether you are on the list and to ensure your details are updated.

QUESTION 2

What is the status of my housing subsidy application?

ANSWER

We will check the status of the application on the Housing Subsidy System at the offices of the Department of Local Government & Housing.

If your application has not been approved, the reasons will be explained.

Outstanding documentation may delay the approval status of your subsidy application. After you give us this documentation it will be given to the subsidy section for processing.

QUESTION 3

I want to ask/ complain about rental housing. What do I do?

ANSWER

We offer advice to landlords or tenants regarding their rights and obligations.

If you are a landlord or tenant and wish to lodge a complaint, you will be given forms to complete. Your complaint form will be checked and given to the Rental Housing Tribunal, which will register and investigate it.

Call the Tribunal at 0860 106 166.

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