

Who is in charge?



The Department is led by the Western Cape Minister of Human Settlements, **Mr Bonginkosi Madikizela** (left). He is an elected politician appointed as the executive authority of the department.

The Head of Department (HOD) is **Mr Thando Mguli** (right), an appointed public servant who is selected to implement the programmes of the department. Mr Mguli is also the Chief Accounting Officer for the department.



Achievements 2014/2015

During the financial year under review, the Department exceeded its housing targets, according to the reporting requirements of the Auditor General.

Deliverable	Delivered	Target
Housing Units	10 746	10 357
Serviced Sites	7014	6211
Other housing opportunities	1046	1015

In addition, the department obtained a clean audit for the first time since 1994.

The successful service delivery was due, in part, to the following mitigation strategies against underperformance.

- Monitoring of delivery was undertaken on a bi-weekly basis throughout the first half of the year to ensure that contractors' maintained performance and problem areas were timeously addressed. During the last half of the year, the frequency of monitoring was increased.
- Regular technical meetings with the staff of the City and other municipalities ensured the alignment of performance reporting as well as the mitigation of detected problems. Active projects were accelerated to make up for delays on slow moving projects. Potential mitigation projects were identified at the beginning of the year to enable this.

Our Budget

The budget for 2014/2015 was R2 151 327 billion for all programmes. R170 543 000, or 7.9% of the budget, was spent on salaries for 518 employees remunerated during the financial year.

Programme Expenditure (R'000)	Personnel Expenditure (R'000)	Training Expenditure (R'000)	Goods & Services (R'000)	Personnel expenditure as a % of total expenditure
2 151 327	170 543	1 352	80 224	7.9

Who are our staff members?

The Department of Human Settlements always strives to increase its service delivery to the citizens of the Western Cape through its workforce. The Department currently has 446 staff members that serve in different directorates within the department.

There are 225 males and 221 females. The department has 255 Coloureds, 117 Africans, 66 Whites and 8 Indians. There are also 3 people with disabilities on our staff.

The staff compliment consists of chief directors, directors, deputy directors, assistant directors, technicians, engineers, project managers, architects, inspectors, administrators, drivers, cleaners etc. All of these people contribute to the success and achievement of the Department.

The work of our staff is always recognised in the Provincial and National Public Service awards, and has won various awards.

The Rental Housing Tribunal

The Rental Housing Tribunal (RHT) has two main channels through which citizens can make enquiries, namely: the Contact Centre and the Walk-In Centre at 27 Wale Street.

During the first six months of this financial year, the RHT received 2085 enquiries through the Walk-In Centre and 4325 enquiries through the Contact Centre. The number of cases registered for this period at the RHT came to 2124. The number of cases resolved was 2271. Particular cases were as a result of rollovers from the previous financial year.

The RHT had a very successful first six months, as it managed to maintain the backlog at a negligible rate and also received a Merit Award at the Govan Mbeki awards. The RHT forms an integral part of Provincial Strategic Goal 5, and it is currently a part of a workgroup that is looking to improve the citizens' experience of utilising the services of the Tribunal.

Housing Demand Study

In the financial year under review, the department undertook a Human Settlement Demand Study which included the collection and analysis of baseline data on various facets of human settlements - including housing, networked infrastructure and social facilities.

This Study is aimed at improving planning and developing a more nuanced understanding of demand both provincially and at a municipal level. This research will feed into the development of a long term Human Settlements Framework.

The Western Cape Housing Demand Data Improvement Programme continues to ensure that the housing demand data recorded by municipalities is maintained. This support programme has ensured an improvement in the quality of data, and it has contributed positively to building municipal capacity to manage their housing demand databases.

The Western Cape Housing Demand Database (WCHDDB) platform has been enhanced with the second version including additional functionalities. The department undertook this enhancement process in partnership with the City of Cape Town and the Centre for E-Innovation. This initiative is an example of successful intergovernmental relations.

In addition to the above, the department submitted an application to the Department of Public Service and Administration (DPSA)'s Tirello Bosha Initiative in 2014/15 to obtain grant funding to add GIS functionality to the WCHDDB platform and to undertake a socio-economic research study in a sample of informal settlements in George municipality. This application was successful and the project commenced in April 2015.

Sanitation and Access to Basic Services

The Provincial Minister of Human Settlements, Mr Bonginkosi Madikizela has said, time and again, that one of the reasons for service delivery protests across the country is that people do not have access to basic services such as proper roads, water, sanitation and refuse removal. In order to remedy the situation, the department is also delivering basic services to the citizens of the province. For example, in areas such as KTC, Barcelona and Lusaka in the City of Cape Town and elsewhere in the province, people have been provided with toilet facilities, water and electricity so that while plans to build them proper accommodation are being implemented, they are granted a dignified waiting period.

What do we do for our citizens?

Enhanced People's Housing Process (EPHP)

The programme assists beneficiaries who wish to enhance their homes by contributing towards the building of their own homes. EPHP projects are found across the Province, ranging from the municipalities of the West Coast, to the City of Cape Town, Drakenstein, Overberg and all the way to Bitou.

Enhanced Extended Discount Benefit Scheme (EEDBS)

The programme is aimed at using a housing subsidy to clear the debts of people who have purchased council housing stock. With the clearing of the debt, the houses are transferred from council to the qualifying occupants of those houses. The suburb of Athlone, in the City of Cape Town, is an example of an area where the department is active in transferring council property to qualifying occupants.

Rectification of residential properties financed by government

The programme facilitates the renovation or complete reconstruction of residential properties financed by the State. These are houses that have been severely compromised structurally, or are unfit for human habitation. Malmesbury, in the West Coast Municipality, is one of the areas where the department has rectified houses.

Farm Residents Housing Assistance Programme

This programme addresses a wide variety of housing needs for people working and living on farms.

Individual Subsidy Programme

The programme provides beneficiaries with access to state assistance where qualifying households wish to acquire an existing house or a vacant stand linked to a building contract.

Community Residential Units (CRU)

The programme facilitates the provision of secure and stable rental tenure for lower-income households or persons. This programme is currently being implemented in areas within the City of Cape Town, such as Gugulethu and Mbekweni.

Access to Basic Services (ABS)

The department provides funding and capacity support to municipalities in order that they may provide water and sanitation to informal settlements all over the Province. From Makhaza in Khayelitsha, to Ramaphosa in George, municipalities are providing basic services to our people.

Provision of serviced sites

One of the things that the department identified at an early stage was that one of the major causes of strikes and unrest in the townships is not the lack of houses, but the lack of basic services. To address this, the department took a decision to prioritise serviced sites over top structures in order for those who are still waiting for houses to wait in dignity with access to basic services. In this financial year, the department built over 6 000 serviced sites.

Provision of Title Deeds

One of the strategic goals of the Department of Human Settlements is to 'inculcate a sense of ownership' among housing beneficiaries. We do this by ensuring that the citizens of the province have security of tenure for their properties as quickly as possible after they move into them, or even better, when they move in. When this administration took over in 2009, there was a backlog of over 86 000 title deeds. The department has reduced that to 55 000, and in the current financial year alone we have handed out approximately 2 500 title deeds.

Delivery Record for Each Program

Delivery	Target 2014/15	Achievement 2014/15
Number of new houses completed across the housing programmes.	10 357	10 746
Number of service sites completed across the Province.	6 211	7 014
Other opportunities target.	1 015	1 046
Number of rental properties completed.	100	146
Number of debtors reduced.	700	1 147
Number of municipalities capacitated (trained) in human settlement development.	24	17
Human Settlement development projects based on IDP's, National and Provincial priorities approved.	15	25
Number of research papers completed.	2	2
Number of provision of title deeds completed.	2 457	4 136
Number of Peoples Housing Project units.	3 138	2 972
Number of social and renting housing opportunities completed.	1 366	2 112
Number of housing units rectified after 1994.	365	0
Number of new serviced sites connected to basic water and sanitation as part of the Integrated Residential Development Programme (IRDP).	2 872	1 872
Number of houses completed through the Integrated Residential Development Programme (IRDP Phase 4).	3 339	5 142
Number of houses delivered through the Institutional Subsidy Programme.	200	572
Number of houses delivered through the Social Housing Programme.	220	310
Number of houses delivered through the Community Residential Units Programme (CRU).	296	8
Number of existing units refurbished and upgraded under the CRU Programme.	650	1 046
People's Housing and Empowerment Programme (EHPH).	3 138	2 972

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