



human settlements

**Department:
Human Settlements
PROVINCE OF KWAZULU-NATAL**

ANNUAL REPORT TO CITIZENS DEPARTMENT OF HUMAN SETTLEMENTS REPORT TO CITIZENS: 2017/2018

Who we are

We are the Department of Human Settlements

Our job is to facilitate the creation of sustainable human settlements for communities within the province.

What we do

Our main services are:

- Dealing with rental housing properties complaints;
- Provide maintenance of rental housing properties;
- Approval of project applications;
- Payments of claims to developers;
- Creating rental information office within local municipalities;
- Provide subsidy beneficial approval;
- Transfer state owned properties to beneficiaries;
- Provide subsidy for low income and affordable housing;
- Provide affordable good quality rental accommodation for low income group;
- Provide range of creative and affordable special need accommodation;
- Provide housing consumer education to beneficiaries;
- Provide the development of policy and guidelines for housing programmes; and
- Provide municipal support and accreditation of levels

Who is in charge?

The Honorable Mr. R.R. Pillay is the MEC: KZN Human Settlements and Public Works. He is an elected politician. He is responsible for directing the Department's activities in line with the National and Provincial Government's policies.

The Acting Head of Department is Mr. M.O.S Zungu. He is a public servant, appointed to ensure that the Department implements the policies efficiently and effectively.

Our standards – and how we met them

Our service standards are set in consultation with our customers. These are our services standards, and the results we achieved in the financial year 2017 / 2018

SERVICE STANDARDS				SERVICE STANDARDS		
Key Services	Quantity	Quality	Target Group	Target Area	Time Period	
Dealing with rental housing complaints	All complaints received	Compliance with the legislative framework	Landlords and Tenants	Across the province	90 Days	
Provide maintenance of rental housing properties	All rental housing properties	Repairs required to rental stock, KZN Housing will meet the following deadlines: Emergencies (3 Hours), Priority Work (48 Hours), Routine Work (10 Working Days)	Rental Housing Citizens	Government Housing	Emergencies (3 Hours), Priority Work (48 Hours), Routine Work (10 Working Days)	
Approval of project applications	All proposals	Feasible and compliance with BNG and core urban development	Municipalities/ Implementing Agents	Across the province	90 Days	
Payment of claims to developers	All claims	Compliance with PFMA and internal departmental guidelines	The developers/ municipalities	Across the province	30 Days	
Creating Rental Information office within local municipalities	1 per quarter	Compliance with Section 14 of the Rental Housing Act	All local Municipalities	Across the province		
Provide subsidy beneficiaries approval.	All qualifying beneficiaries	Compliance with Housing Acts and other relevant legislation and policies	All qualifying subsidy beneficiaries per instruments	Across the province	The regular processing of beneficiary applications within 15 days of receipt in subsidy component for approval to be forwarded to the Chief Director: Sustainable Human	

						Settlement Management and every weekly basis.
Provide housing consumer education to beneficiaries	All housing consumers	Compliance with consumer protection Act	All housing consumers	Across the province	Quarterly	
Provide municipal support and accreditation of levels	7 Municipalities	Compliance with accreditation framework	EThekwini Msunduzi, Ennambithi, Newcastie, Umhathuze, Kwadukuza and Hibiscus Coast	Across the province	Provide support to the accredited Municipalities on a quarterly basis	

RESULTS ACHIEVED / NON-ACHIEVEMENTS

- 1,533 units completed for the Integrated Development Programme against the target of 2,974, the target was not achieved because in some projects like Nyoni Slums Clearance in Ilembe District, the houses have been completed but have not been counted as the beneficiaries are missing and are being traced.
- 8,491 units for Urban Housing opportunities to accelerate the delivery of slums clearance projects and Outcome 8 projects was achieved against the target of 11,227. The target was not achieved due to National's directive to record units under the Serviced Sites Program as an initiative where beneficiaries will build their own houses supported with a bank loan.
- 5 units of additional restructuring zones declared by the National Minister of Human Settlements against the target of 5 was achieved.
- 2, 972 units completed for the Informal Settlements Upgrade Programme against the target of 4,902, the target was not achieved due to service delivery challenges in eThekweni as well as the challenge of non-alignment of their procurement of contractors.
- 2,943 units completed for Enhanced Peoples Housing process against the target of 3,293. The target was not achieved due to the delays in completing units, as there have been issues with beneficiaries that are missing especially as coming close to the end of the projects like Vulindlela.
- 377 units completed for the Finance Linked Individual Subsidy Programme (FLISP) provided/houses against the target of 2,480, in compliance with the National directive, the annual target of 2,480 is made up 2,000 FLISP Infill Serviced Sites and 480 FLISP Units. As at the end of the financial year, the Department delivered 1,902 FLISP Infill Serviced Sites and 377 FLISP Units. The achievement of 1,902 FLISP Serviced Sites have been redirected to Service Sites under "all subsidy instruments" indicator as per the recent National Directive.

- 108 units were constructed for the Community Residential Units against the target of 200, the target was not achieved due to the outstanding units at various stages of construction.
- 1,180 hectares of well-located land acquired and/or released for residential development against the target of 1,344. The target was not achieved due to the remainder payment for the hectares projected could not be effected because Conveyancer not being registered on the Central Supply Database (CSD) system.
- 5 Policy and Research reports were developed in terms of the approved research studies and approved for publication against the target of 1. The target was exceeded as these units were targeted for the last financial year but they were signed for approval in the first quarter of the current financial year.
- 7,630 number of properties transferred against the target of 32,109, the target was not achieved because the Deeds Office rejections slower the process for registration of title deeds. 15 198 sites are affected by section 28(1) Certificate in EThekweni.
- 779 number of rental units transferred against the target of 553. The target has been exceeded. The over achievement makes up for the shortfall in previous years.
- 968 number of Housing properties maintained against the target of 1,500, the underperformance is attributable to maintenance works being restricted to emergency and urgent works in Shallicross and Austerville.
- 669 number of units rectified and or upgraded for Pre 1994 against the target of 1,146. The under-performance is due to works being stopped in eThekweni projects due to previous acceleration of the construction programmes not in line with cash flow of the Department.

Our organization and staffing

We employ **695** employees located in the following offices and numbers employed at each office:

-Head Office	=	366
-Inland Region	=	66
-Coastal Region	=	205
-Northern Region	=	58

81 % of our employees are black, **3.6 %** white, **11.6 %** Indian and **3.8 %** are coloured.

- **12** persons with disabilities,
- **337** of employees are woman,
- **358** of employees are men,
- **560** of our employees are Zulu speaking,
- **130** of our employees are English speaking, and
- **5** of our employees are Afrikaans speaking

Our budget
Our budget was (R 4,066,734) Billion

This is how was spent :-:

Employees salaries	R 266, 503 Million
Other running costs [equipment, training, etc.	R 221, 858 Million
Programmed (other items/ Projects)	R 3, 578, 373 Billion
TOTAL	R 4,066, 734 Billion (Total expenditure)

For more information, please call

Mrs. V. Reddy

031 336 5414

082 711 5156

E-mail : vimla.reddy@kzndhs.gov.za

I hereby declare that I have read and approved this report.

ACTING HEAD OF DEPARTMENT
MR M.O.S. ZUNGU

19/11/18

DATE

