



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS

**ANNUAL REPORT TO CITIZENS
2024/2025**

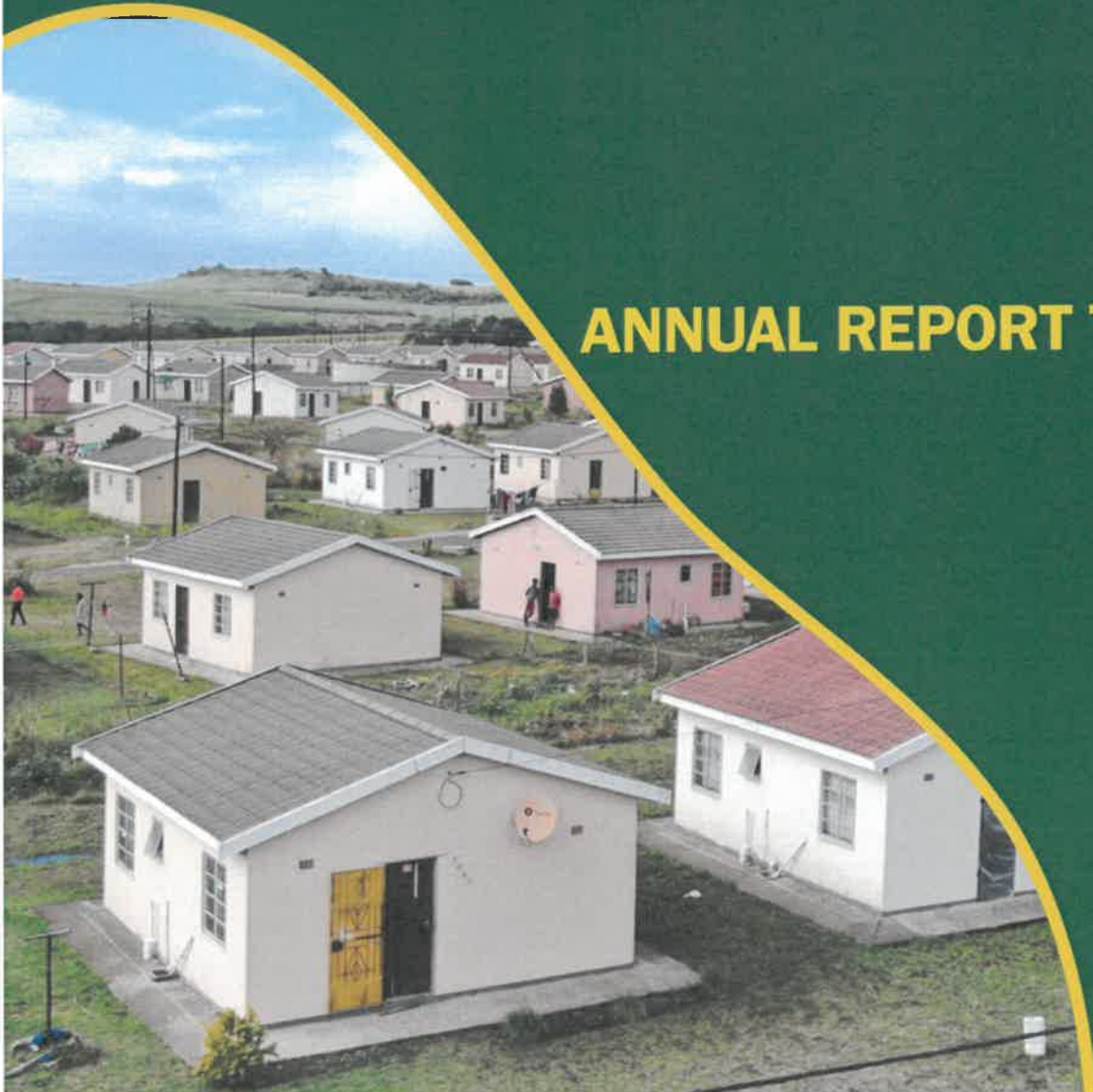


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OFFICIAL SIGN OFF

We hereby confirm that all information and amounts disclosed in this **Annual Report to Citizens for the year ended 31 March 2025** are consistent and reflect correct amounts received and spent by the Department. All information provided for in this Report to Citizens is accurate, complete and free from any omissions. Heads of various Programmes and other stakeholders were consulted to ensure accuracy of financial and non-financial information contained herein.

The Annual Report to Citizens is mandatory in terms of the **White Paper on Transforming Public Service Delivery of 1997**. The following Batho Pele Principles, among others, are applicable to the development of Annual Report to Citizens:

- **Information:** "Citizens should be given full, accurate information about the public services they are entitled to receive".
- **Openness and Transparency:** "Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge".
- **Value for Money: Public** services should be provided economically and efficiently in order to give citizens the best possible value for money.

Furthermore, the **Constitution of the Republic of South Africa** talks about basic values and principles governing public administration. It says, among other things, "**Openness and Transparency must be fostered by providing the public with timely, accessible and accurate information**". It also advocates for a professional, ethical, accountable, responsive and a responsible public service.

To this end, all Departmental officials are encouraged to work together to ensure that the Department becomes a public service institution that is accountable, responsible, ethical and professional as envisaged by the Supreme Law of the Land. All departmental officials at all levels of the Department (Head Office, Regional and District Offices) are strongly encouraged to observe the implementation of Batho Pele Principles in their daily routine in order to achieve excellence in service delivery.

APPROVED/ NOT APPROVED



MR. S.M. MBILI
HEAD OF DEPARTMENT

Date:

15/12/2025

1. WHO WE ARE

We are the KwaZulu-Natal Department of Human Settlements in the Province of KwaZulu-Natal.

2. VISION OF THE DEPARTMENT

Together, building homes, changing lives.

MISSION OF THE DEPARTMENT

To create inclusive, resilient and sustainable human settlements through the development of transformed human settlements.

VALUES OF THE DEPARTMENT

The Department subscribes embraces the following key values:

CORE VALUES / PRINCIPLES FOR THE DEPARTMENT OF HUMAN SETTLEMENTS	
Trust	We provide services impartially, fairly, equitably and without bias.
Transparency	We will be open about our day-to-day activities, how much our Department receives and how that money is spent. Annual reports, strategic plans, service commitment charters, etc. are available to the public.
Integrity	Integrity means doing the right thing at all times and in all circumstances, whether or not anyone is watching. It takes having the courage to do the right thing, no matter what the consequences will be.
Dignity	We will treat our clients with respect and dignity in the undertaking of the performing all our functions to address the housing needs.
Accountability	We will continue to be answerable for both our financial and non-financial performance. The publishing of the Annual Report will provide an accurate reflection of the functioning of the Department.

3. COMPLIANCE AND ADHERENCE TO BATHO PELE PRINCIPLES

The Department upholds the Batho Pele Principles, and our service beneficiaries are entitled to all these principles as outlined below.:

- **Consultation:** Citizens should be consulted about the level and quality of services they receive and, wherever possible, should be given a choice about the services that are offered.
- **Service Standards:** Citizens should be told what level and quality of public services they would receive so that are aware of what to expect.
- **Access:** All Citizens should have equal access to the services to which they are entitled.
- **Courtesy:** Citizens should be treated with courtesy and consideration.
- **Information:** Citizens should be given full, accurate information about the public services they are entitled to receive.

- **Openness and Transparency:** Citizens will be given information on how the three spheres of government and the various departments function, as well as the cost of the services provided.
- **Redress:** If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response.
- **Service Delivery Impact:** The Department will measure and report regularly, using total of all Batho Pele initiatives, the impact of Batho Pele based service delivery on lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years.
- **Value for Money:** Public service will be provided economically and efficiently in order to give citizens the best value for money.
- **Encouraging and Rewarding Excellence:** The Department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services.
- **Leadership and Strategic Direction:** All the leader in the service delivery chain will provide direction, create alignment, engage employees, create effective partnerships and demonstrate ethical and sound values.

4. LEGISLATIVE AND OTHER MANDATES

NAME OF THE LEGISLATION	RESPONSIBILITIES THAT THE LEGISLATION PLACES ON HUMAN SETTLEMENTS
<i>Constitution of the Republic of South Africa (Act No.108 of 1996)</i>	<ul style="list-style-type: none"> • The Department get its mandate from Section 26 of the Constitution which states “everyone has the right to have access to adequate housing.” The Constitution further directs the State to take reasonable legislative and other measures within its available resources to achieve the progressive realization of this right.
<i>Housing Act, 1997 (Act No. 107 of 1997)</i>	<ul style="list-style-type: none"> • In responding to the constitutional mandate, the Housing Act provides for the facilitation of a sustainable housing development process; for this purpose, to lay down general principles applicable to housing development in all spheres of government, to define the functions and roles of national, provincial and local governments in respect of housing development.
<i>Social Housing Act, 2008 (Act No. 16 of 2008)</i>	<ul style="list-style-type: none"> • To establish and promote a sustainable social housing environment; • To define the functions of national, provincial and local governments in respect of social housing; • To provide for the establishment of the Social Housing Regulatory Authority (SHRA) to regulate all social housing institutions obtaining or having obtained public funds; • To allow for the undertaking of approved projects by other delivery agents with the benefit of public money; and to give statutory recognition to Social housing Institutions.
<i>Rental Housing Act, 1999 (Act No. 50 of 1999)</i>	<ul style="list-style-type: none"> • Provision for rulings by Rental Housing Tribunals; to expand the provisions pertaining to Leases; and to make further provision for the filling of vacancies in Rental Housing.

<p><i>Housing Consumers Protection Act, 1998 (Act No. 95 of 1998)</i></p>	<ul style="list-style-type: none"> • To make provision for late enrolment and non-declared late enrolment; to make provision for the position of owner builders; to extend the warranty scheme to include roof leaks; to make provision for the use of money or moneys in the fund, to extend the offences created in the Act and to amend provisions pertaining to the granting of exemption by the Council and lodging of appeals with the Minister.
<p><i>Intergovernmental Relations Framework Act, (Act 13 of 2005)</i></p>	<ul style="list-style-type: none"> • To establish a framework for the National Government, Provincial Governments and local governments to promote and facilitate intergovernmental relations, to provide for mechanisms and procedures to facilitate the settlement of intergovernmental disputes, and to provide for matters connected therewith.
<p><i>KwaZulu-Natal Housing Act, 1998</i></p>	<ul style="list-style-type: none"> • Chapter 4 provides that the Department shall be responsible for the administration of the bank account of the Fund and manage and co-ordinate housing development in the Province. The Department shall, subject to national and provincial housing policy and after consultation with the Minister, on behalf of the Provincial Government: <ul style="list-style-type: none"> a. Undertake projects; b. Maintain, sell, or lease dwellings and other immovable property; c. Notwithstanding anything to the contrary in any law and either with the prior consent of the owner or following the expropriation of such land, perform such work and undertake such projects on privately owned land as the Minister may, subject to such terms and conditions as he or she may determine, approve; d. Determine provincial policy in respect of housing development; e. Promote the adoption of provincial legislation to ensure effective housing delivery; and f. Prepare and maintain a multi-year plan in respect of the execution in the Province of every national and provincial housing programme, which is consistent with a national and provincial housing policy.
<p><i>Sectional Titles Act, 1986 (Act No. 95 of 1986)</i></p>	<p>Amends the Sectional Titles Act to:</p> <ul style="list-style-type: none"> • further regulate notification of the intended establishment of schemes and the sale of units to lessees; • provide for the cancellation of registered sectional plans in a prescribed manner; • regulate the issuing of a certificate of registered section a little in respect of a fraction of an undivided share in a section; • provide for the deletion of an obsolete reference; to provide for the registration of a transfer of a part of the common property with the consent of the owners of the sections and the holders of registered real rights; • provide for the endorsing of title deeds to reflect amended participation quota schedules; • regulate the alienation of a portion of land over which a real right of extension or part thereof is registered;

	<ul style="list-style-type: none"> • provide for the consent of holders of registered real rights over exclusive use areas to the alienation of common property; • provide for the cession of a mortgage real right of extension and a mortgage real right of exclusive use area; to provide for cancellation of part of a section pursuant to an expropriation; • further provide for the consent of bondholders with the registration of a sectional plan of real right of extension and more than one certificate of real right of exclusive use area.
<i>Prevention of Illegal Eviction and Unlawful Occupation of Land Act, 1998 (Act No. 19 of 1998)</i>	<ul style="list-style-type: none"> • This Act provides for the prohibition of unlawful eviction; it further provides for procedures for the eviction of unlawful occupiers. This Act is very important for the Department as it constantly either institutes eviction proceedings against an unlawful occupier/land invader(s) or the Department defends mass evictions of unlawful occupiers/ invaders.
<i>Housing Development Agency Act, 2008 (Act No. 23 of 2008)</i>	<ul style="list-style-type: none"> • This Act establishes the Housing Development Agency; it further provides for the Agency's functions and powers; and for matters connected herewith.
<i>Communal Land Rights Act, 2004 (Act No. 11 of 2004)</i>	<ul style="list-style-type: none"> • This Act provides for legal security of tenure by transferring communal land, including KwaZulu-Natal Ingonyama land, to communities, or by awarding comparable redress; to provide for the conduct of a land rights enquiry to determine the transition from old order rights to new order rights; to provide for the democratic administration of communal land by communities; to provide for Land Rights Boards; and to provide for the co-operative performance of municipal functions on communal land.
<i>Deeds Registries, 1937 (Act 47 of 1937)</i>	<ul style="list-style-type: none"> • Amends the Deeds Registries Act, 1937, so as to provide discretion in respect of the rectification of errors in the name of a person or the description of property mentioned in deeds and other documents; to provide for the issuing of certificates of registered title taking the place of deeds that have become incomplete or unserviceable; to substitute and obsolete reference; to substitute an outdated heading; to delete reference to the repealed Agricultural Credit Act, 1966; to further, regulate the updating of deeds in respect of the change of names of companies, close corporations and the surnames of women.
<i>State Land Disposal, 1961 Act No. 48 of 1961)</i>	<ul style="list-style-type: none"> • This Act provides for the disposal of certain State land and for matters incidental thereto, and it further prohibits the acquisition of State land by prescription.
<i>Government Immovable Asset Management Act 19, 2007</i>	<ul style="list-style-type: none"> • Provides for uniform framework for the management of an immovable asset that is held or used by a national or provincial Department; to ensure the coordination of the use of an immovable asset with the service delivery objectives of a national or provincial Department; to provide for issuing of guidelines and minimum standards in respect of immovable asset management by a national or provincial Department.
<i>The Public Finance Management Act, 1991 (Act No. 1 of 1999)</i>	<ul style="list-style-type: none"> • The Public Finance and Management Act regulates the management of finance in national and provincial government. It sets out the procedures for efficient and effective management of all revenue, expenditure, assets

	and liabilities. It establishes the duties and responsibilities of government officials in charge of finances. The Act aims to secure transparency, accountability and sound financial management in government and public institutions.
Home Loan and Mortgage Disclosure Act, 2000 (Act No. 63 of 2000)	<ul style="list-style-type: none"> The Act provides for the establishment of the Office of Disclosure and the monitoring of financial institutions serving the housing credit needs of communities. It requires financial institutions to disclose information and identifies discriminatory lending patterns.
Land Administrative Act, 1995 (Act 2 of 1995)	<ul style="list-style-type: none"> Amends the Land Administrative Act 1995, to delete the definition of “proclaimed area” to insert a definition of “Director – General” and to insert the definition of “Minister” in the Afrikaans text; to make further provision for the section, which confers upon the President certain powers with regards to laws in the proclaimed areas.
Expropriation Act, 1975 (Act No. 63 of 1975)	<ul style="list-style-type: none"> Amends the Expropriation Act, 1975 to extend the power to expropriate to any minister responsible for the administration of the work and land affairs. To restrict expropriation by Transnet to expropriation under the Legal Succession to the South African Transnet Service Act, 1989. To extend payment of compensation in respect of penal provisions. To regulate offers and claims relating to compensation, payment of interest, payment of legal costs and withdrawal of expropriation.
Disestablishment of South African Trust Limited Act, 2002 (Act No.26 of 2002)	<ul style="list-style-type: none"> All right and asset of the Company, including the administrative, financial and other records of the Company, vest in the National Housing Finance Corporation (as per in the Housing Act) all obligation and liabilities of the Company now vest in the Government as part of the national debt. Thus, the Government must meet these obligation and liabilities. Repeal the Africa Institute of South Africa Act, 2001.
National Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977)	<ul style="list-style-type: none"> To provide for the promotion of uniformity in the law relating to the erection of buildings in the areas of jurisdiction of local authorities; for the prescribing of building standards; and for matters connected therewith.
Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000)	<ul style="list-style-type: none"> The preferential Procurement Policy Framework Act (PPPFA) provide for the implementation of procurement in awarding contract, and for the protection and/or advancement of person or categories of persons disadvantage by unfair discrimination. To give effect to section 217 (3) of the Constitution by providing a framework for the implementation of the procurement policy contemplated in section 217 (2) of the Constitution; for matters connected therewith.
Disaster Management Act, 2002 (Act No. 57 of 2002)	<ul style="list-style-type: none"> The Act intends to create an integrated and coordinated disaster management policy that focuses on preventing or reducing the risk of disaster, mitigating the severity of disasters, emergency preparedness, rapid and effective response to disaster and post-disaster recovery, the establishment of national, provincial and municipal disaster management centers, disaster management volunteers and matters pertaining thereto.
Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)	<ul style="list-style-type: none"> The Act governs the health and safety for the diverse industry of south Africa. It regulates and controls health and safety measurements in all organisations, from a normal office environment to a more hazardous

	<p>environment like industrial plants and construction sites. The Act needs to be complied with by all employers including the Public Service Department.</p>
<p><i>The Alienation of Land Act, 1981 (Act No.68 of 1981)</i></p>	<ul style="list-style-type: none"> • The Act is applicable to land purchase for residential purposes, and it regulates instalment sale agreements whereby property is sold against payment by the purchaser to the seller in two or more installments over a period exceeding one year.
<p><i>Protection of Personal Information Act, 2013 (Act No.4 of 2013)</i></p>	<ul style="list-style-type: none"> • To promote the protection of personal information by public and private bodies. To introduce certain conditions to establish minimum requirements for the processing of personal information. • To provide for the establishment of an Information Regulator in terms of this Act and the Promotion of Access to Information Act, 2000. • To provide for the issuing of codes of conduct, to provide the rights of persons regarding unsolicited electronic communications and automated decision making. To regulate the flow of personal information across the borders of the Republic, and to provide for matters connected therewith.
<p><i>The Promotion of Access to Information Act, 2000 (Act No 2 of 2002)</i></p>	<ul style="list-style-type: none"> • The Promotion of Access to Information Act 2 of 2002 is South Africa's access to information law and it enables people to gain access to information held by both public and private bodies. The new regulations set out the new application form to be completed and applicable fees for requests made.
<p><i>KwaZulu-Natal Elimination and Prevention of Re-Emergence of Slums Act, 2007</i></p>	<ul style="list-style-type: none"> • To provide for the progressive elimination of slums in the Province of KwaZulu-Natal; to provide for measures for the prevention of the re-emergence of slums; to provide for the upgrading and control of existing slums; and to provide for matters connected therewith. While the amendment Act repealed section 16 of the Slums Act, 2007.
<p><i>The Promotion of Administrative Justice Act No. 3 of 2013</i></p>	<ul style="list-style-type: none"> • To give effect to the right to administrative action that is lawful, reasonable and procedurally fair and to the right to written reasons for administrative action as contemplated in section 33 of the Constitution of the Republic of South Africa, 1996.
<p><i>Spatial Planning and Land Use Management Act 16 of 2013</i></p>	<ul style="list-style-type: none"> • To provide framework for spatial planning and land use management in the Republic; to specify the relationship between the spatial planning and the land use management system and other kinds of planning; to provide for the inclusive, developmental, equitable and efficient spatial planning at the different spheres of government; to provide a framework for the monitoring, coordination and review of the spatial planning and land use management system; to provide a framework for policies, principles, norms and standards for spatial development planning and land use management;
<p><i>The National Environmental Management Act 107 of 1998</i></p>	<ul style="list-style-type: none"> • To provide for co-operative, environmental governance by establishing principles for decision-making on matters affecting the environment, institutions that will promote co-operative governance and procedures for co-ordinating environmental functions exercised by organs of state.

<i>Advertising on Roads and Ribbon Development Act 21 of 1940</i>	<ul style="list-style-type: none"> To regulate the display of advertisements outside certain urban areas at places visible from public roads, and the depositing of disused machinery or refuse and the erection of structures near certain public roads, and the access to certain land from such roads and to amend the National Roads Act, 1935.
<i>National Youth Commission Act (Act No. 19 of 1996)</i>	<ul style="list-style-type: none"> Reflects the commitment by Government to ensure the promotion and the protection of the rights and needs of youth. Furthermore, the National Youth Commission Policy (2000) has been developed to assist government departments to conceptualize and implement youth development programmes.
<i>Broad Based Black Economic Empowerment Act (Act 53 of 2003)</i>	<ul style="list-style-type: none"> The Broad Based Black Economic Empowerment Act (Act No. 53 of 2003) aims at promoting the achievement of the constitutional right to equality and increase the effective participation of black people into the economy. Furthermore, it promotes a higher economic growth rate, increased employment and more equitable income distribution.
<i>Promotion of Equality and Prevention of Unfair Discrimination Act (Act No. 04 of 2000) as amended</i>	<ul style="list-style-type: none"> The Act (Act No. 4 of 2000), as amended, seeks to prevent and prohibit unfair discrimination and harassment. It further aims to promote equality and eliminate all forms of unfair discrimination, while also preventing and prohibiting hate speech. In addition, the Act provides for matters connected therewith to ensure the realization of these objectives.

5. OUR PROGRAMMES

5.1 PROGRAMME 1: ADMINISTRATION

The Department has four programmes and the final budget allocation for 2024/25 per sub-programme is summarized below.

Purpose: The purpose of the Administration Programme is to identify and eliminate bottlenecks while improving the flow of financial, administrative, and management information. This programme provides overall strategic leadership and administrative support to ensure effective coordination and management of strategies aimed at achieving sustainable human settlements for all people in the Province of KwaZulu-Natal.

Corporate Services is a sub-programme within this programme:

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2024/2025 R'000
Corporate Services	Caters for services such as providing strategic leadership, co-ordination and management of strategies as the administration of the department.	285,910
TOTAL BUDGET		285,910

5.2 PROGRAMME 2: HOUSING NEEDS, RESEARCH AND PLANNING

Purpose: The purpose of this programme is to develop tools that guide the Department's investment decisions and to provide policy direction and support for the housing delivery process.

In addition, the programme is responsible for facilitating and integrating housing sector planning, educating stakeholders on housing sector planning, aligning the housing budget with current and future housing needs, and building the capacity of housing stakeholders through mentorship and training to ensure effective housing delivery.

The programme consists of the four sub-programmes, namely:

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2024/2025 R'000
Administration	Provides administration of services, managing personnel, financial administration and the co-ordination and monitoring of housing needs, research and planning.	540
Planning	Provides for the facilitation and integration of housing sector planning.	4, 967
Policy	Provides for creating platform for various stakeholders for discussing, debating, drafting and informing human settlement policies, programmes, innovation and technology.	4, 059
Research	Provides for the identification of any skills gaps in the major stakeholders that are an integral part of the housing delivery chain, including municipalities, traditional leaders and institutions, emerging contractors, youth and women.	9, 070
TOTAL BUDGET		18, 636

5.3 PROGRAMME 3: HOUSING DEVELOPMENT

Purpose: This programme is responsible for implementing and monitoring housing delivery across all districts, including the eThekweni Metropolitan Municipality, through various subsidy mechanisms in line with national and provincial policies.

Programme 3 represents the core function of the Department, promoting effective and efficient human settlements delivery through a range of housing subsidy instruments. Its primary focus is to achieve set targets that contribute to national priority targets as outlined in the Medium-Term Strategic Framework (MTSF). This programme plays a fundamental role in realizing the Department's mission and vision.

The housing programmes implemented under Programme 3 include: FLISP, EPHP, ISUP, IRDP, Emergency Housing, OSS, Social/Rental Housing, CRUs, Rectification/Rehabilitation (Post-1994), Military Veterans, Social and Economic Amenities, and Rural Housing Programmes.

Programme 3 carries the Department's core functions and therefore utilizes the bulk of the Human Settlements Development Grant (HSDG) to achieve its targets.

It must be noted that Programme 3 consists of the Human Settlements Development Grant.

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 202/42025 R'000
Administration	Provides for administration of human settlement development projects, managing of personnel and financial administration.	95,130
Financial Interventions	Provides financial support to procure services relating to housing delivery.	510,053
Incremental Interventions	Contributes towards achievement of Outcome 8 targets and ensuring sustainable human settlements.	1,232,547
Social and Rental Interventions	Provides for the CRU programme which aims to create a sustainable, affordable and secure rental housing option for households	117,357
Rural Interventions	Provides for housing needs that are implemented utilizing the rural housing subsidy.	1,408,592
TOTAL BUDGET		3,363,679

5.4 PROGRAMME 4: HOUSING ASSET MANAGEMENT

Purpose: This programme co-ordinates the maintenance of the Departmental rental housing stock, the rectification of units built prior to 1994 and the transfer of rental housing stock to qualifying beneficiaries in terms of the Enhanced Extended Discount Benefit Scheme (EEDBS).

The maintenance of the rental housing stock and the vacant land of the Department is one of the key focus areas of Property Management. Whilst the rental stock is being suitably maintained, it is the intention to deplete the rental stock by implementing the rectification programme and intensifying the transfers of properties to qualifying beneficiaries in terms of the EEDBS.

This programme consist of the three sub-programmes:

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2024/2025 R'000
Administration	Provide for the management of Ex-Natal Provincial Administration and Own Affairs stock.	34,047
Sale and Transfer of Housing Properties	Provide for the transfer of rental housing stock to qualifying beneficiaries in terms of the EEDBS	48,756
Housing Properties Maintenance	Provides for the co-ordination of the maintenance of departmental rental housing stock and rectification of units built prior to 1994.	68,358
TOTAL BUDGET		151,161

6. WHO IS IN CHARGE?

The KwaZulu-Natal Department of Human Settlements conducts its business under the Political Leadership of **Member of the Executive Council (MEC) Mr. S.A. Duma**. The **Head of Department and the Accounting Officer** is **Mr. S.M. MBILI**, who is responsible for the overall management and administration of the Department.

7. 2024/2025 PERFORMANCE INFORMATION AND ACHIEVEMENTS

The Department has delivered to its citizens in KwaZulu Natal, a total of **11,899 housing opportunities** in the form of completed houses, serviced sites, title deeds, rectification and maintenance of government owned stock in the 2024/25 financial year.

Below is a summary of some of the major achievements for 2024/25 financial year.

The actual delivery per subsidy instruments is as follows:

Human Settlements Programme	Other	Units	Sites
Integrated Residential Development Programme (IRDP)	-	1,006	-
Informal Settlements Upgrade Programme (ISUP)	-	-	835
Housing Finance Linked Individual Subsidies (R3 501 – R22 000 household income)	-	330	-
Military Veterans	-	32	-
Rural Housing: Communal Land Rights	-	5947	-
Consolidation Housing Programme	-	149	-
Operation Sukuma Sakhe (OSS)	-	584	-
2019 Provincial Declared Disaster	-	1,020	-
Title Deeds issued	1595	-	-
Maintenance	260	-	-
Rectification and Refurbishments	141	-	-
Total	1996	9068	535

Below is a summary of performance per programme.

Programme 1: Administration	
Output	Achievement
Human Resource Plan implemented	Seven HR Planning objectives have been achieved out of a total of eight that were identified on the HR Plan for 2020/2025. MTEF Budget Cuts that were implemented in the 3rd Quarter of 2023/24 financial year affected the finalisation the review and approval of the organisational structure
Information and Communication Technology (ICT) Governance Framework performance reports submitted	Target was achieved.
Internal audit plan implemented	Target was achieved.
Invoices paid timeously	Target was not achieved: 1) Most of invoices were awaiting tranche from National Human Settlements department to be used to disburse claims. The service providers, IA's, Project Steering and Municipalities were engaged on the cashflow constraints experienced by the Department mainly as a result of budget which necessitated the reduction in the number of units and serviced sites. The IA's were encouraged not to start new works until all unpaid invoices are paid. That has been a challenge from April 2024 till beginning of December 2024. 2) Some invoices could not be processed as funding allocated to the project in the financial year had been exhausted. Projects need to be monitored stringently to ensure that spending in in line with the approved business plan.
Audit improvement plan implemented	Target was achieved.
Annual Performance Information Management Report submitted	Target was achieved.
Procurement Plan implemented	The Procurement plan was reviewed and 95 of the 98 items targeted were finalised.
Organizational Functionality Assessment Improvements implemented	Target was achieved.

Programme 2: Housing Needs, Research and Planning – Provincial Outputs	
Standardized Sector Output	
Output	Achievement
Integrated implementation programmes for priority development areas	Target was exceeded. Completed Implementation Programmes were endorsed by the respective Municipalities earlier than anticipated. This Target is measured on a completed plus endorsed Implementation Programmes.
Investment of the total Human Settlements in PDAs	Target was exceeded. Additional Expenditure was incurred on the Projects within the PHDA's that have Bulks Funding, in order to unlock the respective blocked Projects for Human Settlements developments
Acquired land during 2014-2019 falling within the PDAs rezone	Target was not achieved. Due to MTEF Budget Cuts that were implemented in the 3rd Quarter of the 2023/24 and the accruals that were paid in the 1st Quarter of the 2024/25 financial year, no new Land rezoning could be undertaken. The Project for re-zoning is at inception stage.
Provincial Output	
Reviewed multi-year housing development plan	Target was achieved.
Technical support provided to municipalities	Target was exceeded. Additional technical support was provided for the respective Municipalities in order to enhance the engagement process.
Human settlements development projects approved for planning	Target was not achieved. Due to the MTEF Budget Cuts that were implemented in the 3rd Quarter of the 2023/24 and the accruals that were paid in the 1st Quarter of the 2024/25 financial year, no new Project applications were submitted for TEC approval.
Catalytic Projects in planning phase	Target was achieved.
Hectares of land procured/proclaimed	Target was not achieved. Land was not purchased due to delays in the land procurement process. Delays incurred in the Abaqulusi Municipality tracing the Landowner for Portion 32 and the delays in the response on the offer to purchase Portion 31.
Farm residents housing assistance projects at pre-feasibility stage	Target was achieved.
Farm residents housing assistance projects in planning phase	Target was achieved.
Informal settlements upgrade plans completed	Target was achieved.
UISP projects in Phase 1 (Pre-feasibility)	Target was not achieved.

	Due to MTEF Budget Cuts that were implemented in the 3rd Quarter of the 2023/24 and the accruals that were paid in the 1st Quarter of the 2024/25 financial year, no new Project applications were submitted for TEC approval.
UISP projects in Phase 2 (Planning)	Target was achieved.
UISP Phase 2 projects completed	Target was achieved.
Human Settlements Consumer Education provided	Target was exceeded. The attendance for consumer education was higher than expected.
Research reports developed	Target was achieved.

Programme 3: Housing Development – Provincial Outputs	
Standardised Output	
Output	Achievement
Households that received subsidies through FLISP	Target was not achieved. The under-performance is attributed to the non-alignment of the financial targets to the non-financial targets. The financial targets were based more on the higher income groups, however, the applications received were linked to a lower income group, which entitled them to qualify for a higher portion of the subsidy quantum, resulting in the budget being depleted without achieving the non-financial targets.
Breaking New Ground (BNG) houses	Target was exceeded. 1) Movement of funds applications were done for the last three months of the year and this allowed for the payment of invoices with completions to be processed hence the over-performance. 2) The target of 1,500 Disaster houses that was not included in the BNG houses target because of the pending funding approval at the time when the APP was tabled also contributed to the reported over-performance.
Serviced Sites	Target was not achieved. The under-performance is attributed to: 1) iLembe: Nyathikazi and Sihle Housing Project: People settling in the way of internal services. 2) uThukela: Ephangweni Phase 1 and 2 was delayed due to division of sites rejections of Phase 4 and 5 by beneficiaries thus resulted to the project being on hold. 3) Amajuba: there are milestones that have not been completed for JBC hence sites cannot be reported.

	4) eThekwini and iLembe: Cornubia and Inyoni Phase 4 Projects were affected by heavy rains.
Informal Settlements upgraded to phase 3 of the UISP	<p>Target was not achieved.</p> <p>The implementation of projects earmarked for phase 3 upgrade was affected by the underlisted reasons:</p> <ol style="list-style-type: none"> 1) Ilembe: Nyathikazi Housing Project: People settling in the way of internal service. 2) uThukela: Ephangweni Housing Project: Division of sites delayed due to rejections by beneficiaries of phase 3 and 4.
Community Residential Units (CRU)	<p>Target was not achieved.</p> <p>Delivery could not be reported in the current financial year due to audit finding from previous year. The AG finding indicated that the unit needed to be occupied if it is being reported as delivered whereas the indicator was for the physical structure being completed only and not occupied. Thus, it could not be reported in 24/25 as the indicator could not be amended. The units are completed but they cannot be reported because the project is still under construction and the units are not yet ready for occupation.</p>
Title deeds registered post-1994	<p>Target was not achieved.</p> <ol style="list-style-type: none"> 1) 72 properties could not be lodged due to pending rates clearance certificates for Vryheid Ext 16 Housing Project in Abaqulusi Municipality. 2) The signing of the POA progressed slowly and later was also discovered that township register is not opened, this affected or delayed 119 properties in uMlalazi Municipality. 3) 100 properties for Ntuzuma were delayed due to the lapse of agreement. 4) 55 title deeds in Nquthu were delayed due to SCM processes. 5) 50 title deeds in Newcastle Municipality delay in resolving disputes due to the withdrawal of Conveyancers. 6) 172 properties for Shayamoya Housing Project were rejected by the conveyancer due to the incomplete sale agreements and missing documents. 7) 83 sale agreements in eThafeni have been signed and ready for lodgement, however, the conveyancer is unable to lodge due to land parcel that is privately owned.
Title deeds registered post-2014	<p>Target was exceeded.</p> <p>The over-achievement of the annual target that was set for the Mimosadale Phase 2 Housing Project in the uThukela District. The project</p>

	delivered the total of 300 title deeds against the target of 24 title deeds.
New title deeds registered	Target was exceeded. Amajuba: there were delays which had been previously encountered under Goedehoop which were later resolve hence the over performance.
Provincial Output	
MVHP houses	Target was not achieved. 1) The instrument was affected by socio-political challenges in the acceptance of the project within certain area of eThekwini. 2) Some sites in eThekwini are being invaded by community members claiming to own the sites without legal documentation. 3) Shortage of sites in eThekwini is also affecting the construction as some sites still require planning activities.
IRDP houses	Target was not achieved. The under-performance is attributed to: 1) Umzinyathi: Dlamini Foresdale was delayed with the appointment of a service provider for project 2) Umgungundlovu: a) Copesville Housing Project could not commence due to funding constraints, funding therefore had to be moved to other projects where construction had already commenced. b) KwaMevana was affected by poor performances. 3) EThekwini: there were delays with the construction of houses under Burlington due to geotechnical challenges on the ground. Oakford Project was affected by nonexistence of bulk infrastructure and delays by the municipality. Ntuzuma was affected by huge number of beneficiaries in the way of services. 4) King Cetshwayo: Dumisane Makhaye was delayed due to some of the units which required retaining wall. 5) Ilembe: Inyoni Phase 1 was abandoned by the IA.
Consolidation Subsidy Programme houses	Target was exceeded. Movement of funds applications were done for the last three months of the year and this allowed for the payment of invoices with completions to be processed hence the over-performance.

<p>IRDP Serviced sites</p>	<p>Target was not achieved.</p> <p>The under-performance is attributed to:</p> <ol style="list-style-type: none"> 1) eThekweni: Cornubia was affected by rain delays which therefore resulted to internal services not being completed. 2) iLembe: Inyoni IRDP Phase 4 was affected by heavy rains as the terrain in the area. 3) Shayamoya Housing Project was delayed due to poor performance by the IA. and; 4) OSS Project in Greater Kokstad was delayed due to poor performance by the IA.
<p>UISP Serviced sites</p>	<p>Target was not achieved.</p> <p>JBC under Amajuba could not complete all milestone for sites to be completed and counted in line with the technical indicator definition. However, over and above the 835 sites reported there are over 1,000 sites at different stages of completion.</p>
<p>Consolidated Capital Grant funding approved for social housing projects</p>	<p>SHRA had limited budget for the financial year to approve new projects due to budget cuts</p>
<p>Houses for the vulnerable groups</p>	<p>Target was not achieved.</p> <p>The under-performance is attributed to:</p> <ol style="list-style-type: none"> 1) uMzinyathi: Majority of the projects in the district are currently doing beneficiary administration hence construction is still at early stages. 2) Zululand: The Service Providers underperformed due to difficulties in sourcing material, bad terrain and homesteads being scattered. 3) uThukela: there are projects where funds were exhausted and therefore had to be placed on hold. 4) iLembe: 307 OSS the project was affected by the request that the contractor should commence with construction in all areas which was not in line with the construction sequence
<p>Houses for households affected by disasters</p>	<p>Target was not achieved.</p> <p>The under-performance is attributed to:</p> <ol style="list-style-type: none"> 1) uMzinyathi: Challenges with inaccessible sites, scattered sites and finding the relevant beneficiaries as well as severe weather changes. The scope for the appointed Service Provider was reduced due to poor performance. 2) uGu: Most OSS projects are affected by access due to bad terrain in the area. 3) Zululand: The Service Providers underperformed due to difficulties in sourcing material, bad terrain and homesteads being scattered.

	<p>4) uMgungundlovu: Ringfenced funds were exhausted and there are invoices for work done which could not be processed in the year.</p> <p>5) uThukela: there are beneficiaries that were identified to be residing in Privately-owned land and therefore could not benefit.</p> <p>6) eThekweni: Disaster projects were affected since some of the initial sites in the Ilovu Project which were identified for development were invaded.</p> <p>7) King Cetshwayo: 80 Disaster was affected by shortage of water in the areas of Umlalazi as well as the strike in ward 6. 192 Disaster affected by shortage of material suppliers in and around Nkandla.</p> <p>8) Amajuba: the projects under this district are currently in deep area with poor infrastructure and this affects delivery of material especially rainy days.</p> <p>9) The rolled-over funding of R263,741,000 was depleted and an alternative payment strategy had to be devised.</p>
Rural houses	<p>Target was exceeded.</p> <p>Movement of funds applications were done for the last three months of the year and this allowed for the payment of invoices with completions to be processed hence the over-performance.</p>
Companies of designated groups trained	<p>Target was not achieved.</p> <p>Delivery on this indicator was hampered by the budget constraints that resulted in the unavailability of funds to procure a service provider to undertake the accredited Skills Training Programme.</p>
Work opportunities created through related programmes	<p>Target was not achieved.</p> <p>The programme was affected by service delivery related challenges and slow progress as a result of budget cuts which impacted the project scope thus reducing number of work opportunities created and reported.</p>
Full Time Equivalentents achieved	<p>Target was not achieved.</p> <p>The effects of the duration of employment opportunities created per housing project as a result of revised projects scope had a direct impact on the FTE's. The baseline target will be revised and aligned to the projected housing units to be delivered.</p>
Person days of work created	<p>Target was not achieved.</p> <p>The duration of employment opportunities created per housing project, as influenced by the revised project scope, has directly impacted the number of person-days of work per reported employment opportunity.</p>

Accredited training provided to EPWP beneficiaries	Target was exceeded. The over-performance was due to the implementation of additional accredited programmes through NSF, which provided benefits to a greater number of unemployed youth.
Social Housing Institutions accredited	Target was achieved.

Programme 4: Housing Asset Management – Provincial Outputs	
Standardised Output	
Output	Achievement
Title deeds registered pre-1994	Target was not achieved. 1) A delay has occurred with the lodgements of sale agreements at the deeds office due to the challenge of locating the holding deed for 112 properties in eDumbe and uMdoni Municipality. 2) 568 properties in Newcastle Municipality affected by the delay in resolving disputes due to the withdrawal of Conveyancers. 3) 312 properties verified for Riverside Park in uMdoni, however, it was discovered that land consolidation was required, and two flats are situated on a private property. 4) 90 properties in Sundumbili affected by slow progress in obtaining Letters of Authority for deceased estate cases.
Provincial Output	
Rental units sold.	Target was not achieved. This was due to resolving some of the challenges experienced on cases with beneficiaries that were reluctant to conclude sale agreements.
Debtors reduced on the Debtors system	Target was exceeded. There was an acceleration of delivery for the program to fast track the remaining matters to assist with closing of the housing fund.
Land parcels devolved to municipalities for human settlements development	Target was not achieved. The program's delivery was accelerated to fast-track the remaining matters to assist with closing of the housing fund.
Rental units maintained for habitable dwelling	Target was exceeded. Delivery of the program was accelerated to expedite the remaining issues to support the closure of the housing fund.
Pre-1994 units rectified	Target was not achieved. A total of 107 additional units were rectified at Colita Foderville; however, the municipality experienced delays in processing the necessary documents.

8. ACHIEVEMENTS OF SERVICE DELIVERY MEASURES 2024/2025

PROGRAMME 1: ADMINISTRATION

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2024/2025	Actual Achievement 2024/2025	
Improve Good Governance	Human Resource Plan implemented	% of Approved Human Resource Plan implemented	100%	88%	(12%)
	Information and Communication Technology (ICT) Governance Framework performance reports submitted	Number of ICT Governance Framework performance report submitted	4	4	-
	Internal audit plan implemented	% implementation of the approved internal audit plan	100%	100%	-
	Invoices paid timeously	% of invoices paid within 30 days of receipt	100%	87%	(13%)
	Audit improvement plan implemented	% Implementation of the approved audit improvement plan	100%	100%	-
	Annual Performance Information Management Report submitted	Annual Performance Information Management Report submitted	1	1	-
	Procurement Plan implemented	% of the approved Procurement Plan implemented	100%	97%	(3%)
	Organizational Functionality Assessment Improvements implemented	% of the Organizational Functionality Assessment Improvements implemented	25%	25%	-

PROGRAMME 2: HOUSING NEEDS, RESEARCH AND PLANNING

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2024/2025	Actual Achievement 2024/2025	
STANDARDISED OUTPUT					
Spatial transformation through multi-programme integration	Integrated implementation programmes for priority development areas	Number of integrated implementation programmes for priority development areas completed per year	3	4	1
	Investment of the total Human Settlements in PDAs	% of investment of the total Human Settlements allocation in PDAs	10%	17%	7%
	Acquired land during 2014-2019 falling within the PDAs rezoned	% of acquired land during 2014 – 2019 within the PDA's rezoned	5%	-	(5%)
PROVINCIAL OUTPUT					
Spatial transformation through multi-programme integration	Multi-year housing development	Approved multi-year housing development plan reviewed annually	1	1	-
	Technical support to municipalities	Number of municipalities provided with technical support	43	44	1
	Human settlements development projects approved for planning	Number of human settlements development projects approved for planning (Stage 1)	20	16	(4)
	Catalytic Projects in planning phase	Number of Catalytic projects in planning phase	3	3	-
	Hectares of land procured/proclaimed	Number of Hectares of land procured/proclaimed	150	-	(150)
	Farm residents housing assistance projects at pre-feasibility stage	Number of farm residents housing assistance projects at pre-feasibility stage	1	1	-
	Farm residents housing assistance projects in planning phase	Number of farm residents housing assistance projects in planning phase	6	6	-
	Informal settlements upgrade plans completed	Number of informal settlements upgrade plans completed	1	1	-

	UISP projects in Phase 1 (Pre-feasibility)	Number of UISP projects in Phase 1 (Pre-feasibility)	15	12	(3)
	UISP projects in Phase (Planning)	Number of UISP projects in Phase (Planning)	83	83	-
	UISP Phase 2 projects completed	Number of UISP projects in Phase 2 (planning) completed	3	3	-
Spatial transformation through multi-programme integration	Human settlements consumer education provided	Number of individuals provided with human settlements consumer education	5,000	5,995	995
	Research reports developed	Number of reports developed in terms of approved research studies	2	2	-

PROGRAMME 3: HOUSING DEVELOPMENT

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2024/2025	Actual Achievement 2024/2025	
STANDARDISED OUTPUT					
Adequate housing and improved quality living environment	Households that received subsidies through FLISP	Number of households that received subsidies through FLISP	400	330	(70)
	Breaking New Ground (BNG) houses	Number of Breaking New Ground (BNG) houses delivered	6,946	8,738	1,792
	Serviced sites	Number of serviced sites delivered	1,405	835	(570)
	Informal Settlements upgraded to phase 3 of the UISP	Number of informal settlements upgraded to phase 3 of the Upgrading of Informal Settlements Programme (UISP)	2	-	(2)
	Community Residential Units (CRU)	Number of CRUs delivered	270	-	(270)
Improved Security of Tenure	Title deeds registered post-1994	Number of post-1994 title deeds registered	705	54	(651)
	Title deeds registered post-2014	Number of post-2014 title deeds registered	462	544	(82)

	New title deeds registered	Number of new title deeds registered	300	660	360
PROVINCIAL OUTPUTS					
Adequate housing and improved quality living environment	MVHP houses	Number of MVHP houses (units) delivered	100	32	(68)
	IRDP houses	Number of IRDP houses (units) delivered	1,279	1,006	(273)
	Consolidation subsidy programme houses	Number of houses (units) delivered through the consolidation subsidy programme	138	149	11
	IRDP Serviced sites	Number of IRDP serviced sites delivered	423	-	(423)
	UISP Serviced sites through the	Number of UISP serviced sites delivered	982	835	(147)
	Consolidated Capital Grant funding approved for social housing projects	Number of social housing projects approved for Consolidated Capital Grant funding	2	1	(1)
	Houses for vulnerable groups	Number of houses (units) delivered through the OSS Intervention for vulnerable groups	870	584	(286)
	Houses for households affected by disasters	Number of houses (units) delivered to households affected by disasters	1,500	1,020	(480)
	Rural houses	Number of rural houses (units) delivered	4,559	5,947	1,388
Economically transformed human settlements sector	Companies of designated groups trained	Number of designated group companies trained	170	-	(170)
	Work opportunities created through related programme	Number of work opportunities created through EPWP aligned projects	5,900	4,898	(1,002)
	Full Time Equivalents achieved	Number of Full Time Equivalent (FTE's) achieved through EPWP aligned projects	1,700	824	(876)

	Person days of work created	Number of person's days of work created EPWP aligned projects	391,000	189,509	(201,491)
	Accredited training provided to EPWP beneficiaries	Number of EPWP beneficiaries provided with accredited training	260	286	26
	Social Housing Institutions accredited	Number of Social Housing Institutions accredited	2	2	-

PROGRAMME 4: HOUSING ASSET MANAGEMENT, PROPERTY MANAGEMENT

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2024/2025	Actual Achievement 2024/2025	
STANDARDISED OUTPUT					
Improve Security of Tenure	Title deeds registered pre-1994	Number of pre-1994 title deeds registered	1,418	337	(1,081)
PROVINCIAL OUTPUT					
Improved Security of Tenure	Rental units sold	Number of rental units sold to beneficiaries	75	101	26
Improved Good Governance	Debtors reduced on the Debtors system	Number of debtors reduced	75	133	58
Adequate housing and improved quality living environment	Land parcels devolved to municipalities for human settlements development	Number of Land Parcels devolved to Municipalities for human settlements development	30	109	79
	Rental units maintained for habitable dwelling	Number of rental units maintained	200	260	60
	Pre-1994 units rectified	Number of units rectified for pre-1994 stock	200	141	(59)

9. OUR ORGANISATIONAL AND STAFFING AS AT 31 MARCH 2025

The KwaZulu-Natal Department of Human Settlements employs **622** staff which is disaggregated as follows:

RACE	FEMALE	MALE	TOTAL
African	283	240	523
Indian	27	33	60
Coloured	6	7	13
White	6	5	11
Employees with Disabilities	3	12	15
GRAND TOTAL	325	297	622

- Female at Senior Management level are at **45.45%**
- Employees with disabilities are at **2,4%**
- Black employees at Senior Management level are at **77%**
- Employees of Youth are at **29.26%**

With regard to the age distribution, the Department has a fairly balanced staff complement in terms of youth, middle-aged and mature staff.

10. OUR 2024/2025 BUDGET AND HOW IT WAS SPENT

PROGRAMME	BUDGET	ACTUAL EXPENDITURE	VARIANCE
	R'000	R'000	R'000
Administration	285,915	285,910	5
Housing Needs, Planning and Research	18,636	18,636	-
Housing Development	3,463,679	3,463,479	-
Housing Asset Management, Property Management	151,161	151,161	-
Total	3,919,391	3,819,386	5

The Department spent **97.4% (R3.819 billion)** of its total allocation. The under-expenditure resulted from over-projections for government vehicle licensing fees. Additionally, **R100 million** was received from the National Department of Human Settlements in March 2025 and subsequently transferred to Msunduzi Municipality to address challenges at the Aloe Ridge Social Housing Project. This amount has been classified as **advances paid** and not expensed.

11. KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS CONTACT DETAILS

OFFICE OF THE HEAD OF DEPARTMENT (HOD)		
	PIETERMARITZBURG	DURBAN
Name of the Head of Department	Mr S.M. Mbili	
Physical Address	Old Mutual Building 203 Church Street Pietermaritzburg 3201	Eagle Building 353 – 353 Dr Pixley KaSeme Street Durban 4000
Postal Address	Private Bag X9157 Pietermaritzburg 3201	Private Bag X54367 Durban 4000
Telephone Number	033 392 6424	031 319 3626
Fax Number	033 392 6454	031 336 5338
Email Address	PA.HOD@kzndhs.gov.za	PA.HOD@kzndhs.gov.za
Departmental Website	www.kzndhs.gov.za	www.kzndhs.gov.za
Anti-Corruption Hotline	0800 701 701	0800 701 701

REGIONAL OFFICE			
	INLAND REGION	COASTAL REGION	NORTHERN REGION
Physical Address	199 Pietermaritz Street Pietermaritzburg 3201	Eagle Building 353 – 353 Dr Pixley KaSeme Street Durban 4001	Legislative Administration Building King Bhekuzulu Highway Ulundi 3838
Telephone Number	033 845 2009	031 319 5602	035 874 8004
Contact Person	Mr. S. Zungu (Acting Director) Mrs. J. Pillay (PA to Director)	Mr. M Shange (Director) Ms. P. Mbhele (PA to Director)	Mr. Z Mbonane (Director) Ms. N. Magubane (PA to Director)

DISTRICT OFFICES			
INLAND REGION	uThukela District	Amajuba District	UMzinyathi District
Physical Address	24 Murchison Street Ladysmith 3370	75 Harding Street Newcastle 2940	75 Karelandmund Street Dundee 3000
NORTHERN REGION	uMkhanyakude District	King Cetshwayo District	ILembe District
Physical Address	Work Depo Main Road Jozini 3969	17 Turnbull Street Empangeni 3880	Lot 6054 Albert House Corner of Link Road and R102 Stanger KwaDukuza 4450
COASTAL REGION	uGu District		
Physical Address	2 Station Road Port Shepstone 4240		