KWAZULU-NATAL PROVINCE
HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS

ANNUAL REPORT TO CITIZENS
2023/2024

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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 2024** 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 that, **"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. M.O.S ZUNGU
HEAD OF DEPARTMENT
Date: 25/9/2024

1. WHO WE ARE

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

2. VISION OF THE DEPARTMENT

To restore dignity and provide access to sustainable livelihoods through collaborated, equitable, decent and integrated human settlements.

MISSION OF THE DEPARTMENT

To transform human settlements into liveable neighborhoods through integrated human settlements programmes in areas with major economic opportunities and empowerment of all designated groups.

CORE VALUES OF THE DEPARTMENT

CORE VALUES / PRINCIPLES FOR THE DEPARTMENT OF HUMAN SETTLEMENTS	
Commitments to performance	We will continue to motivate our staff to work hard and efficiently through recognition while providing service excellence at all times.
Trust and honesty	We provide service impartially, fairly, equitably and without bias.
Transparency and consultation	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. will be made 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. Building a reputation of integrity takes years.
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.

COMPLIANCE AND ADHERENCE TO BATHO PELE PRINCIPLES

Our service provision is based on the Principles of Batho Pele. Our service beneficiaries have a right to all the Batho Pele Principles as stipulated hereunder:

- **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.

3. LEGISTATIVE AND OTHER MANDATES

3.1 LEGISLATIVE MANDATES

NAME OF THE LEGISLATION	RESPONSIBILITIES THAT THE LEGISLATION PLACES ON HUMAN SETTLEMENTS
Constitution of the Republic of South Africa (Act No.108 of 1996)	• 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.
Housing Act, 1997 (Act No. 107 of 1997)	• 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.
Social Housing Act, 2008 (Act No. 16 of 2008)	• 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.
Rental Housing Act, 1999 (Act No. 50 of 1999)	• 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.
Housing Consumers Protection Act, 1998 (Act No. 95 of 1998)	• 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.
Intergovernmental Relations Framework Act, (Act 13 of 2005)	• 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.
KwaZulu-Natal Housing Act, 1998	• 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: 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.
Sectional Titles Act, 1986 (Act No. 95 of 1986)	Amends the Sectional Titles Act to: • 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; • 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.
Prevention of Illegal Eviction and Unlawful Occupation of Land Act, 1998 (Act No. 19 of 1998)	• 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.
Housing Development Agency Act, 2008 (Act No. 23 of 2008)	• This Act establishes the Housing Development Agency; it further provides for the Agency's functions and powers; and for matters connected herewith.
Communal Land Rights Act, 2004 (Act No. 11 of 2004)	• 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.
Deeds Registries, 1937 (Act 47 of 1937)	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.
State Land Disposal, 1961 Act No. 48 of 1961)	• 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.

Government Immovable Asset Management Act 19, 2007	• 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.
The Public Finance Management Act, 1991 (Act No. 1 of 1999)	• 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)	• 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)	• 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)	• 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)	• 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)	• 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)	• 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)	• 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)	• 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 environment like industrial plants and construction sites. The Act

	needs to complied with by all employers including the Public Service Department.
The Alienation of Land Act, 1981 (Act No.68 of 1981)	• 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.
Protection of Personal Information Act, 2013 (Act No.4 of 2013)	• 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.
The Promotion of Access to Information Act, 2000 (Act No 2 of 2002)	• 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.
KwaZulu-Natal Elimination and Prevention of Re-Emergence of Slums Act, 2007	• 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.
The Promotion of Administrative Justice Act No. 3 of 2013	• 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.
Spatial Planning and Land Use Management Act 16 of 2013	• 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;
The National Environmental Management Act 107 of 1998	• 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.
Advertising on Roads and Ribbon Development Act 21 of 1940	• 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 election of structures near certain public roads, and the access to certain land from such roads and to amend the National Roads Act, 1935.
National Youth Commission Act 19 of 1996	• To ensure the promotion and protection of the rights and needs of youth. Furthermore, the National Youth Commission Policy (2000) was developed to assist government departments to conceptualise and implement youth development programmes.
Broad Based Black Economic Empowerment Act 53 of 2003	• The Act aims at promoting the achievement of the constitutional right to equality and increase the effective participation of black people in the economy. It further promotes a higher economic growth rate, increased employment and more equitable income distribution.
Promotion of Equality and Prevention of Unfair Discrimination Act 04 of 2000 as amended	• The Act seeks to prevent and prohibit unfair discrimination and harassment; promotes equality and eliminate unfair discrimination, and to prevent and prohibit hate speech and to provide for matters connected therewith.

4. OUR PROGRAMMES

The Department has four programmes and the final budget allocation for 2023/24 per sub-programme is summarized below.

4.1 PROGRAMME 1: ADMINISTRATION

Purpose: This programme provides overall strategic leadership, and administrative support for coordination and management of strategies towards the achievement of sustainable settlements for all people in the Province of KwaZulu-Natal by continuously employing strategies to improve the flow of financial, administrative and management information.

Corporate Services is a sub-programme within this programme:

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2023/2024 R'000
Corporate Services	Caters for services such as providing strategic leadership, co-ordination and management of strategies as the administration of the department.	250,036
TOTAL BUDGET		250,036

4.2 PROGRAMME 2: HOUSING NEEDS, RESEARCH AND PLANNING

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

This programme is also responsible for the facilitation and integration of housing sector planning, education of stakeholders in housing sector planning, alignment of the housing budget with the current and future housing needs, and the capacitation of housing stakeholders for housing delivery through mentorship and training.

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2023/2024 R'000
Administration	Provides for administration of services, managing personnel, financial administration and the co-ordination and monitoring of housing needs, research and planning.	548
Planning	Provides for the facilitation and integration of housing sector planning.	5,145
Policy	Provides for creating platform for various stakeholders for discussing, debating, drafting and informing human settlement policies, programmes, innovation and technology.	4,112
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.	11, 204
TOTAL BUDGET		21, 009

The programme consist of the following sub-programmes, namely: Administration, Planning, Policy and Research.

4.3 PROGRAMME 3: HOUSING DEVELOPMENT

Purpose: This programme is responsible for the implementation and monitoring of housing delivery in KwaZulu-Natal within 10 districts and the eThekwini Metropolitan municipality through various subsidy mechanisms in terms of national and provincial policies.

Programme 3 is the core function of the Department and serves to promote effective and efficient human settlements delivery through various housing subsidy instruments. Its focus is to achieve targets, which contribute to the national priorities' targets, as per the Medium-Term Strategic Framework (MTSF). This programme plays a fundamental role towards the realization of the Department's mission and vision.

The programme consists of the below-listed sub-programmes, namely: Administration, Financial Interventions, Incremental Interventions, Social and Rental Interventions; and Rural Interventions

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2023/2024 R'000
Administration	Provides for administration of human settlement development projects, managing of personnel and financial administration.	101,347
Financial Interventions	Provides for financial support to procure services relating to housing delivery.	370,781
Incremental Interventions	Contributes towards achievement of Outcome 8 targets and ensuring sustainable human settlements.	1,929,457
Social and Rental Interventions	Provides for the CRU programme which aims to create a sustainable, affordable and secure rental housing option for households	211,497
Rural Interventions	Provides for housing needs that are implemented utilizing the rural housing subsidy.	1,301,380
TOTAL BUDGET		**3,914,462**

4.4 PROGRAMME 4: HOUSING ASSET MANAGEMENT, PROPERTY 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 following sub-programmes: Administration, Sale and Transfer of Housing Properties; and Housing Properties Maintenance.

SUB PROGRAMME	STRATEGIC OBJECTIVE	BUDGET 2023/2024 R'000
Administration	Provide for the management of Ex-Natal Provincial Administration and Own Affairs stock.	41,989
Sale and Transfer of Housing Properties	Provide for the transfer of rental housing stock to qualifying beneficiaries in terms of the EEDBS	65,848
Housing Properties Maintenance	Provides for the co-ordination of the maintenance of departmental rental housing stock and rectification of units built prior to 1994.	50,773
TOTAL BUDGET		**158,610**

5. 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. M.O.S Zungu,** who is responsible for the overall management and administration of the Department.

6. 2023/2024 ACHIEVEMENTS

The Department has delivered to its citizen in KwaZulu Natal, a total of **14 934** housing opportunities in the form of completed houses, serviced sites, title deeds, rectification and maintenance of government owned stock in the 2023/24 financial year.

Below is a summary of some of the major achievements for 2023/24 financial year.

The Department delivered **14 934** housing opportunities and the table below reflects delivery per subsidy instrument:

Human Settlements Programme	Units	Sites	Other
Rural Housing: Communal Land Rights	6,939		
Integrated Residential Development Programme (IRDP)	1,553	197	
Informal Settlements Upgrade Programme (ISUP)		2,666	
Finance Linked Individual Subsidy Programme (R3 501 – R22 000 household income)	319		
Operation Sukuma Sakhe	654		
2019 Provincial Declared Disaster	60		
Consolidation Subsidy	138		
Military Veterans	19		
Rectification and Refurbishments			305
Title Deeds issued			1,724
Maintenance			360
Total	**9,682**	**2,863**	**2,389**

Emergency Housing Assistance

The following interventions were undertaken to assist households that were affected by disaster incidents:

- Closure of **one (1)** Temporary Emergency Assistance (TEAs) in Msunduzi Local Municipality and built **17** Temporary Residential Units (TRUs) on serviced sites in Copesville in Pietermaritzburg.
- **714** houses were delivered to families affected by various disasters.
- Donation of more than **200** houses to disaster victims by Old Mutual Foundation and the Development Bank of South Africa.

Catalytic Projects

The progress for other high impact catalytic projects is as follows:

Catalytic Project	Achievement/Status
Amaoti Greater Housing Project [Ethekwini Metro]	✓ Road Design for the entire area has been completed. ✓ EIA approval was obtained
uMlazi Urban Regeneration [Ethekwini Metro]	✓ There are two (2) projects are still in planning stage with anticipated yield of **5222** houses.
Empangeni Mega Housing Project/Catalytic IRD [City of uMhlathuze Local Municipality] Phase 2	✓ Bulk infrastructure Phase 2 was completed

Empangeni (MEGA– Commercial Node) Phase 3	✓ Internal services for Phase 3 were completed
Johnstown Blaaubosch and Cavan (JBC) Housing Development [Newcastle Municipality]	**Phase 2 & 3** ✓ Services reticulation is underway for both phases

Facilitation of municipal endorsements was undertaken in 2023/24 financial year for the below development areas and progress is listed below:

1. Edendale – still awaiting endorsement
2. Msunduzi North and East Development Areas – still awaiting endorsement
3. Ulundi Peri Urban Integration - endorsed by the Municipal Council
4. Greater Port Shepstone – endorsed by the Municipal Council
5. Gamalakhe-Nositha – endorsed by the Municipal Council
6. uVongo-Margate – endorsed by the Municipal Council
7. Shelly Beach – endorsed by the Municipal Council

Title Deed Tuesday Campaign: The launch of Title Deeds Tuesday Campaign in October 2023 has yielded positive results as the campaign has realized the issuing of **7 933** title deeds in 12 local municipalities as listed below:

District Municipality	Local Municipality	Number of Title Deeds Issued to Beneficiaries
Harry Gwala	uMzimkhulu	1 810
	Greater Kokstad	433
uMgungundlovu	Msunduzi	1000
Ethekwini	-	1 493
Uthukela	Alfred Duma	1 606
uMzinyathi	Nquthu	621
Amajuba	Newcastle	260
	eMadlangeni	57
uGu	uMuziwabantu	299
Ilembe	KwaDukuza	166
King Cetshwayo	uMlalazi	98
Zululand	Abaqulusi	90
Total		**7 933**

Outreach Programme: During this period of reporting the Outreach Programme focused on title deeds hand over every Tuesday; launching and handing over of housing projects every Fridays. Operation Siyahlola and house hand over were an integral part of these three key activities wherein the MEC and officials conducted oversight visits to monitor and witness first-hand progress and challenges in the various housing projects spread across the Province.

In this regard, **25** Outreach Programmes were conducted across the Province, as listed below:

Local Municipality	Project Name	Name of event:
Ethekwini Metro	Budget Speech Media De-briefing	MEC Budget Speech Media De-briefing
Umhlathuze	Empangeni Integrated Residential Development Programme	Empangeni Mega Catalytic Housing Project Launch
Empangeni	Empangeni Integrated Residential Development Programme	Empangeni Mega Catalytic Housing Project Launch
Mvoti	Matimatolo Rural Housing Project	Launch of Matimatolo Rural Housing Project

Nquthu	Jama Rural Housing Project	Handover of Operation Sukuma Sakhe Project & EPWP Graduation Ceremony and Jama Rural Housing Project
iNkosi Langalibalele	Ngonyameni Housing Project	Ngonyameni Housing Project
iNkosi Langalibalele	Mnyangweni Rural Housing Project	Operation Sukuma Sakhe / Operation Siyahlola
Msunduzi	Jika Joe Community Residential Units	Jika Joe CRU Handover Project
Jozini	Siqakatha Rural Housing Project & Jozini Ward 5 Housing Project	Launch of Siqakatha Rural Housing Project and Launch of Jozini Ward 5 Housing Project
Mtubatuba	Siyathuthuka Rural Housing Project & Mpukunyoni Rural Housing Project	Launch of Siyathuthuka Rural Housing Project and Launch of Mpukunyoni Rural Housing Project
Mthonjaneni	Mthonjaneni Rural Housing Project	MEC Siyahlola Outreach Campaign
Umlalazi	Mvuzana Rural Housing and Mondi Rural Housing Project	Launch of Mvuzana Rural Housing Project and Launch of Mondi Rural Housing
Mfolozi	Dondotha Rural Housing Project	Launch of Dondotha Rural Housing Project
uMlalazi	Mvuzane Housing Project and KwaMondi Housing Project	Launch of Mvuzane Rural Housing Project and KwaMondi Housing Project
Inkandla	Ekukhanyi Rural Housing Project and Zondi Rural Housing Project	Launch of Ekukhanyi Rural Housing Project and Launch of Zondi Rural Housing Project
uLundi	Zungu Rural Housing	Launch of Zungu Rural Housing Project
uMvoti	EPWP Graduation	Launch of Muden Rural Housing Project & EPWP Graduation Ceremony
Nongoma	Mandlakazi Housing Project	Launch of Mandlakazi Housing Project
Dumbe	Mpundu Rural Housing Project	Launch of Mpundu Rural Housing Project
Nongoma	Siyazama Housing Project	Handover of Siyazama Housing Project and Operation Siyahlola
Ethekwini Metro	Title Deed Handover	Ethekwini Title Deed Handover and Operation Siyahlola
uMhlathuze	Launch of Operation Sukuma Sakhe	Launch of Operation Sukuma Sakhe Housing Project
Ray Nkonyeni	KwaNzimakwe Rural Housing Project	Launch of Phase 2 KwaNzimakwe Rural Housing Project and Operation Siyahlola in Masinenge Slumps Clearance Housing Project
Abaqulusi	-	Housing Development Land Hand Over
Nongoma	-	World Aids Day

Skills Development and Job Opportunities for Youth, Women and People with Disabilities

- **Candidacy Development Programme:** Graduates in enrolled in the programme for 48 months, the 8 Candidacy will exit the Development pogramme on 31 March 2026 youth (42 females, 14 males and 0 people with disability) were appointed in the Department through Internship Programme **(28)**, Work Integrated Learnership **(20).**
- **Expanded Public Works Programme: 8 243** work opportunities and **2 252** Full Time Equivalent (FTEs) through **172** projects with skills transfer under the Expanded Public Works Programme and created **517 940** person's days of work.
- **Siyakha Incubation Programme:** Construction companies owned by members of designated groups were allocated work to value of **R72,9 million** as part of implementing compulsory subcontracting and mentorship (of which **R30 million** was allocated to women-owned companies).

Furthermore, **200** companies were trained on business planning, entrepreneurship development, business finance, site administration procedure on a construction project tender for Construction Contracts, Basic HR Principles and health and safety, as follows:

Women – **54**
Youth – **103**
Persons with disabilities – **31**

- **Skills transfer:** The Department trained a total of 300 youth from Harry Gwala, uGu, uMgungundlovu, Zululand, iLembe, Amajuba, and uMkhanyakude Districts through 12 projects.

Consumer Education

The Department trained and empowered **10 209** consumers in 2023/24 on information about housing subsidy programmes, tips on home maintenance and awareness on the risks associate with building shelters on riverbanks and unsuitable land.

Below is a summary of achievements per programme.

Programme 1: Administration	
Output Indicator	**Achievement**
Human Resource Implementation Plan Report submitted annually	Target was exceeded.
Information and Communication Technology (ICT) Governance Framework performance report submitted	Target was exceeded.
Invoices paid within 30 days of receipt	Target was achieved. 100% of invoices were paid within 30 days of receipt.
Audit Improvement Plan implemented and progress reports submitted	Target was achieved.
Improved Performance Information Management Report submitted	Target was achieved.
Procurement Plan implemented	Target was exceeded.
Organisational Functionality Assessment conducted	Target was achieved.
Programme 2: Housing Needs, Research and Planning – Provincial Outputs	
Output	**Achievement**
Investments of the total Human Settlements in Priority Housing Development Areas (PHDA)	Target was exceeded. Expenditure in projects within PHDAs included projects with bulks funding which was prioritized to unlock blocked projects for Human Settlement Development.
Technical Support to Municipalities	Annual Target has been achieved.
Human Settlements Development Project Planned	Target was exceeded.

Catalytic Projects Planned in terms of planning milestones	Target was achieved.
Hectares of land procured/proclaimed	Target was exceeded due to review of the budget led to more financial resources being allocated.
Pre-feasibility of farm residents housing assistance projects	Annual target was achieved.
Farm residents housing assistance projects planned	Target for the year was exceeded – more projects were prioritized during the budget adjustment period.
Informal Settlements Upgrading Projects planned for Phase 1 of the UISP	Annual Target was exceeded due to the unanticipated applications received from municipalities.
Informal Settlements Upgrading Projects planned for Phase 2 of the UISP	Target was exceeded as new projects were prioritized during budget adjustment.
Research reports	Annual target was achieved.
Human Settlements Consumer Education	Target has been exceeded because there is no certainty of number of people that will attend consumer education.

Programme 3: Housing Development – Provincial Outputs

Output	Achievement
Breaking New Ground (BNG) houses	Target was exceeded to make up for the previous under-performance.
Serviced Sites	Target was exceeded to make up for the previous under-performance
Households that received subsidies through FLISP	Target was exceeded to make up for the previous under-performance
Houses delivered through the OSS Intervention for vulnerable groups	Target for this indicator was exceeded, due to beneficiaries that had been affected by Disasters and were identified within these projects.
Rural Subsidy Programme houses delivered	Target was exceeded due to Ministerial Directive of urgency of prioritizing the eradication of mud houses.
Serviced sites through the UISP	Target was exceeded to make up for the previous under-performance.
Companies of designated groups trained	Target has been exceeded because additional companies were trained in line with the pronouncement by the MEC in the policy budget speech that additional 90 women-owned businesses needed to be trained including those in TEAs.
Work opportunities created	Target has been exceeded because of the additional budget that was allocated from the Equitable Share.
Creation of Full Time Equivalents	Target has been exceeded because of the additional budget that was allocated from the Equitable Share.
Provision of targeted person days of work	Target has been exceeded because of the additional budget that was allocated from the Equitable Share.
Accredited training provided to EPWP beneficiaries	Annual target was achieved.
Human Settlements Disaster Management Strategy	Target was achieved.

Programme 4: Housing Asset Management – Provincial Outputs

Output	Achievement
Debtors reduced on the Debtors system	Annual target has been achieved
Rental units in habitable state	Target was exceeded since there was a higher number of reported emergency maintenance matters than anticipated in Quarter 4 that required attention.

Pre-1994 units rectified	Target was exceeded because the contractors appointed at the municipality were able to complete additional units under the program with the aim to reduce the backlog of rectified units with asbestos roofs.

7. ACHIEVEMENTS OF SERVICE DELIVERY MEASURES 2023/2024

PROGRAMME 1: ADMINISTRATION

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2023/2024	Actual Achievement 2023/2024	
Improve Good Governance	Human Resource implemented plan report	Approved Human Resource plan implementation report submitted annually	80%	88%	8%
	Information and Communication Technology (ICT) Governance Framework performance reports	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%	100%	-
	Audit improvement plan implemented	Number of progress reports on the approved audit improvement plan submitted	4	4	-
	Improved Performance Information management report	Annual Performance Information management report submitted	1	1	-
	Procurement Plan implemented	% of the approved Procurement Plan implemented	100%	66%	-34%
	Organizational Functionality Assessment	Organizational Functionality Assessment conducted	1	1	-

PROGRAMME 2: HOUSING NEEDS, RESEARCH AND PLANNING

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2023/2024	Actual Achievement 2023/2024	
STANDARDISED OUTPUT					
Spatial transformation through multi-programme integration	Integrated implementation programmes for priority development areas completed	Number of integrated implementation programmes for priority development areas completed per year	6	1	-5
	Acquired land during 2014 – 2019 falling within the PDA's rezoned	Percentage of acquired land during 2014 – 2019 within the PDA's rezoned	-	-	-
	Investment of the total Human Settlements in PDAs	Percentage of investment of the total Human Settlements allocation in PDAs	12%	13%	1%
PROVINCIAL OUTPUT					
Spatial transformation through multi-programme integration	Multi-year housing development plan	Approved multi-year housing development plan reviewed annually	1	1	-
	Technical support to municipalities	Number of municipalities provided with technical support	43	43	0
	Human settlements development project planned	Number of human settlements development projects planned	25	30	5
	Catalytic Projects planned in terms of planning milestones	Number of Catalytic projects in planning	5	5	-
	Hectares of land procure/proclaimed	Number of Hectares of land procured/proclaimed	150	884	734
	Pre-feasibility of farm residents housing assistance projects	Number of farm residents housing projects at pre-feasibility stage	2	2	-
	Farm residents housing assistance projects planned	Number of farm residents housing assistance projects in planning	3	5	2
	Informal settlements upgrade plans	Number of informal settlements upgrade plans completed	15	-	-15
	Informal settlements upgrading projects planned for Phase 1 of the UISP	Number of projects in Phase 1 (Pre-feasibility) of the UISP	10	17	7
	Informal settlements upgrading projects planned for Phase 2 of the UISP	Number of projects in Phase 2 (Planning) of the UISP	55	78	23
	Planning milestones achieved	Number of planned projects completed for upgrading to Phase 3 of the UISP	5	5	-

Improved Good Governance	Research reports	Number of reports developed in terms of approved research studies	2	2	-
	Human settlements consumer education	Number of individuals provided with human settlements consumer education	8,500	10,209	1,709

PROGRAMME 3: HOUSING DEVELOPMENT

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2023/2024	Actual Achievement 2023/2024	
STANDARDISED OUTPUT					
Adequate housing and improved quality living environment	Breaking New Ground (BNG) houses	Number of Breaking New Ground (BNG) houses delivered	10,858	9,363	-1,495
	Serviced Sites	Number of serviced sites delivered	5,171	2,863	-2,308
	Households that received subsidies through FLISP	Number of households that received subsidies through FLISP	481	319	-162
	Community Residential Units	Number of Community Residential Units (CRU) delivered	310	-	-310
	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
Improved Security of Tenure	Title deeds registered post-1994	Number of post-1994 title deeds registered	4,016	435	-3,581
	Title deeds registered post-214	Number of post-2014 title deeds registered	153	-	-153
	New title deeds registered	Number of new title deeds registered	1,108	923	-185
PROVINCIAL OUTPUTS					
Adequate housing and improved quality living environment	MVHP houses delivered	Number of houses (units) delivered through the MVHP	95	19	-76
	IRDP houses delivered	Number of houses (units) delivered through the IRDP subsidy programme	1,977	1,553	-424

	Consolidation subsidy programme houses delivered	Number of houses (units) delivered through the consolidation subsid programme	190	138	-52
	Houses delivered through the OSS intervention for vulnerable groups	Number of houses (units) delivered through the OSS Intervention for vulnerable groups	526	654	128
	Houses delivered to households affected by the 2019 Provincial declared disaster	Number of houses (units) delivered to households affected by the 2019 Provincial declared disaster	2,174	60	-2,114
	Rural subsidy programme houses delivered	Number of houses (units) delivered through the rural subsidy programme	5,896	6,984	1,043
	Serviced sites through the IRDP	Number of serviced sites delivered through the IRDP	620	197	-423
Adequate housing and improved quality living environment	Serviced sites through the UISP	Number of serviced sites delivered through the UISP	4,551	2,666	-1,885
	Consolidation subsidy programme houses delivered	Number of social housing projects approved for Consolidated Capital grant funding	3	-	-3
Economically transformed human settlements sector	Companies of designated groups trained	Number of designated group companies trained	140	144	4
	Work opportunities created through related programmes	Number of work opportunities created through related programmes	5,800	8,243	2,443
	Creation of Full Time Equivalents	Number of Full Time Equivalent (FTE's) created	1,600	2,252	652
	Provision of targeted person days of work	Number of targeted person's days of work	368,000	517,940	149,940
	Accredited training provided to EPWP beneficiaries	Number of EPWP beneficiaries provided with accredited training	250	288	38
	Social Housing Institutions accredited	Number of Social Housing	3	2	-1

		Institutions accredited			
	Human Settlements Disaster Management Strategy	Human Settlements Disaster Management Strategy approved	1	1	-

PROGRAMME 4: HOUSING ASSET MANAGEMENT, PROPERTY MANAGEMENT

Outcome	Output	Output Indicator	Performance Targets		Deviation
			Planned Target 2023/2024	Actual Achievement 2023/2024	
STANDARDISED OUTPUT					
Improve Security of Tenure	Title deeds registered pre - 1994	Number of pre-1994 title deeds registered	2,308	366	-1,942
PROVINCIAL OUTPUT					
Improved Security of Tenure	Rental units sold	Number of rental units sold to beneficiaries	100	70	-30
Improved Good Governance	Debtors reduced on the Debtors system	Number of debtors reduced	200	200	-
Adequate housing and improved quality living environment	Rental units in habitable state	Number of rental units maintained	300	360	60
	Pre-1994 units rectified	Number of units rectified for pre-1994 stock	275	305	30
	Land parcels devolved to municipalities for human settlements development	Number of Land Parcels devolved to Municipalities for human settlements development in terms of Section 15 of the Housing Act, 1997	100	43	-57

8. OUR ORGANISATIONAL AND STAFFING AS AT 31 MARCH 2024

The KwaZulu-Natal Department of Human Settlements employs **662** staff which is disaggregated as follows:

RACE	FEMALE	MALE	TOTAL
African	296	271	567
Indian	29	36	65
Coloured	9	8	17
White	8	5	13
GRAND TOTAL	342	320	662
Employees with Disabilities	3	11	14

9. OUR 2023/2024 BUDGET AND HOW IT WAS SPENT

PROGRAMME	BUDGET	ACTUAL EXPENDITURE	VARIANCE
	R'000	R'000	R'000
Administration	250,036	271,281	(21,245)
Housing Needs, Planning and Research	21,009	21,009	-
Housing Development	3,914,462	3,650,721	263,741
Housing Asset Management, Property Management	158,610	160,211	1,601
Total	4,344,117	4,103,222	240,895

The Department spent 95% **(R4 103 222 million)** of the total allocation. However, there were post adjustment virements undertaken between programmes and economic classification.

KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS CONTACT DETAILS

OFFICE OF THE HEAD OF DEPARTMENT (HOD)		
	PIETERMARITZBURG	**DURBAN**
Name of the Head of Department	Mr. M.O.S Zungu	
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. T Magagula (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		