



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA



A **NATION** THAT **WORKS** FOR ALL

Policy Communiqué

Circular No. 4/2025

Date: 02 December 2025



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INDEX

HOMEOWNERSHIP SUPPORT POLICY.....	3
REVISED KZN HUMAN SETTLEMENTS DISASTER MANAGEMENT POLICY	11

HOMEOWNERSHIP SUPPORT POLICY

The Department has developed the Homeownership Support Policy as part of its initiative to empower housing consumers with the most crucial aspects of being a homeowner. This includes basic maintenance, replacement of minor fixtures, payment of municipal services and warranties related to the house structure. The Homeownership Support Policy was approved by the honorable MEC for Transport and Human Settlements in March 2025.

1. BENEFITS OF OWNING A HOUSE

1.1 A house increases in value

Unlike many other assets such as a car that may decrease in value, a house is a fixed asset that increases in value over time. It must be noted that with the increase in property value, homeowners may be required to comply with zoning regulations. For example, how much height and density you will be able to add through renovations will be determined and affected by zoning regulations. The said zoning information can be acquired from the local municipality within which the property is located.

1.2 Title Deed: Proof of Ownership

A title deed is a document that proves that you own a house. You will receive your title deed after your house is transferred into your name. It is important to know that your title deed must be kept in a safe place since it is proof of your ownership of the property. It is illegal to sell your BNG/RDP house for 8 years after you have received it unless you have been granted approval by the MEC to do so.

1.3 Information contained in the title deed

The name and identity number of the owner.

- a) A full description of the property, including its measured size.
- b) All conditions restricting the use or the sale of the property.

1.4 Use your house to obtain finance

A home equity line of credit helps homeowners to obtain financing, such as study loans, personal loans, etc. Once you are a homeowner and have an asset that has a value, you are able to use this as surety or collateral. Collateral is something that helps “secure” a loan. When you borrow money, you agree that your lender can take your house and sell it to get their money back should you fail to repay the loan.

Do not be tempted by offers of cash loans, even if you need money. If you lose your house, you may never be able to be a homeowner again. Make sure that you understand any legal documents that you are asked to sign and get legal advice before you sign anything that will put your house at risk.

In terms of Section 48 of the Consumer Protect Act, a homeowner should not enter into a contract that is unfair, unreasonable or unjust. The option to secure financing must not compel the homeowner to waive any rights, assume any obligation, or waive any liability of the lender, on terms that are unfair, unreasonable or unjust, or impose any such terms as a condition of entering into an agreement.

1.5 Your house is your Dependent's Inheritance

Every parent would like to leave a legacy for their children, and a house can be that legacy. Your child or your surviving spouse can live happily and safely in your house after you are deceased.

1.6 The importance of leaving a Will

This is a legal document wherein the homeowner records what should happen to their possessions after they have passed away. If the homeowner has dependents, she/he will stipulate how the appointed person will manage the house so that his or her family will not lose the house when he/she is no longer here.

A Will is drawn up by a bank/lawyer in consultation with the homeowner. The lawyer keeps a copy and gives another copy to the homeowner. Upon the death of the homeowner, the lawyer will communicate the contents of the Will to the surviving family. A Will assists in preventing disagreements between family members who want to claim the house.

The homeowner may also opt to draft his/her own will, the said document will be considered legal provided that it meets all the relevant requirements and formalities to be accepted as a valid will for example the signature of the testator/testatrix must appear on every page of the will as well as at the end of the will and the witnesses must attest the last page of the will in the presence of the testator/testatrix and of each other. The original signed will must be kept safe by a trustworthy person or institution, as a copy of a will is not deemed a valid will.

2. MAINTENANCE

2.1 Painting

- a) A fresh and neatly painted home looks very attractive.
- b) Using long-lasting, quality paint will last longer.
- c) Paint the house inside and outside to protect it against rain, hail, sun and wind.
- d) Use paint on the inside walls that can be easily wiped clean.
- e) Use a waterproof paint in the bathroom and kitchen areas so that steam will not dampen the walls and weaken them.

- f) Repair cracks as soon as they appear so that they do not result in major damage.

2.2 Replacement of broken windows, doors and other fixtures

- a) Repair broken windows to prevent damage to the interior.
- b) Door handles, taps and light fittings should be inspected regularly for wear and tear.
- c) Install good quality products that come with warranties.
- d) Install fixtures that will add value to your home, enhance your lifestyle and look good for a long time.
- e) Quality and durability are key.

2.3 Repair water leaks and blockages

- a) Water leaks cause damage to your property as this weakens the structure of your home.
- b) Water leaks are also expensive as this leads to expensive water bills. Water is a precious resource and should never be wasted.
- c) Be on the lookout for unexplained wet areas in your yard as this may be due to a leaking underground pipe.
- d) Make sure that the taps in your home do not drip to save water.
- e) Replace the washers when necessary.
- f) Check that mold does not form on your walls.
- g) Repair leaking pipes and blocked drains immediately.
- h) Report any leaking pipes and blockages outside of your boundaries as a matter of urgency to your local municipality as these will be their responsibility to fix.
- i) Adhere to water restrictions as determined by the local municipal by-laws and policy.

2.4 Repair roof leaks

- a) It is important to keep your roof in good condition.
- b) Check for loose and worn roof sheets or roof tiles. Also check for blocked gutters.
- c) Your safety is of utmost importance. Only go up on the roof if you are wearing a hard hat and flat, sturdy shoes. Strap yourself to a rope and harness.
- d) Your home builder is responsible for fixing roof leaks that occur within 12 months from the date of occupation, as agreed in the building contract.

2.5 Floor repairs

- a) Inspect the flooring of your home regularly.
- b) Check for cracks or loose floorboards and splinters as well as any sign of rot and decay. This will be applicable if you have tiled or wooden floors.
- c) Depending on the type of flooring you have in your home, you need to clean and maintain it, so it lasts a long time.
- d) Ask for advice at your local hardware store on how to care for your particular type of floor.

2.6 Maintenance of the electrical system

- a) Maintenance of your home's electrical system should be carried out by a qualified electrician.
- b) Do not attempt to tamper with electricity if you are not an electrician.
- c) You may receive a fatal electrical shock or cause an electrical fire to start.
- d) Electricity is dangerous in the hands of an amateur.
- e) Regularly check all electrical equipment and wiring.
- f) Check the wiring on electrical appliances often and replace damaged cords.
- g) Do not let electric wires run underneath carpets.
- h) Use extension cords with care and don't overload them.
- i) Do not overload wall sockets.
- j) Change blown light bulbs as needed.
- k) Do not overload electrical sockets with too many appliances.
- l) Keep water away from electrical connections.

3. WARRANTIES

Home enrolment allows the NHBRC to conduct quality home inspections at various stages of construction and provides housing consumers with warranty cover for minor defects identified within the first three months of occupation, roof leaks identified within the first year of occupation and cover against major structural defects identified within the first five years of occupation.

During the 3-month warranty period (which starts from the date of handover of ownership), the owner must bring to the builder's attention the relevant defects. The Builder will regularly investigate and attend to the complaints received and make repairs where required, depending on the type of complaint received. Repairs necessary due to wear and tear, vandalism or abuse will not be attended to by the Builder. The house warranty is divided into two categories, i.e. (a) the house structure, plumbing (including sanitary ware) and electrical system and (b) the roof covering.

3.1 House Structure, Plumbing and Electrical Components

- a) The house structure (building), plumbing (including sanitary ware) and electrical components of the house are guaranteed against poor workmanship and materials for a period of three (3) months. This guarantee does not cover damage caused by the homeowner or other persons.
- b) After the three-month period, the builder will carry out a final inspection of the dwelling to identify faults or problems.
- c) Problems and / or faults identified and found to be the result of poor quality, workmanship or materials will be repaired by the Builder.

3.1.1 Structural Warranty

- a) The structure of the house, i.e. foundations, floors, walls, roof trusses and / or beams, are guaranteed against structural failure for a period of five years.

- b) Note that the guarantee is applicable to major structural failure only, such as foundation failures causing a wall to crack, floors that start to break up or severely crack, or the sagging of roof trusses / beams.
- c) Any problems of this nature found to be the result of poor workmanship or materials will, within the five (5) year period be repaired by the Builder.
- d) If the Builder is not able to do the necessary repairs, then the NHBRC will appoint a suitable service provider to undertake the necessary repairs at their cost.

3.1.2 Roof Structure and Covering

- a) The roof covering of the dwelling is guaranteed for a period of 12 months against leaks. If any leaks are found during this time, such leaks must be reported to the NHBRC and thereafter repaired by the builder.
- b) The builder will investigate the reason for the leak and, if found to be the result of poor workmanship or material, the necessary repairs will be undertaken by the builder.

3.2 NHBRC

NHBRC's mandate is to protect the interests of housing consumers and to ensure that builders comply with the prescribed building industry standards as contained in the Home Building Manual. Their goal is to assist and protect housing consumers from any unscrupulous home builders who deliver substandard houses, bad workmanship or make use of poor-quality material.

- a) The NHBRC warranty will cover only structural defects of a house.
- b) The NHBRC will only undertake repairs of a structural nature if it is found that structural failure is the result of poor workmanship.

It must be noted that NHBRC and the builder will not be liable for loss, damage or destruction related to:

- A willful act or oversight by the homeowner or persons living in the house
- Fire, explosion, lightning, or any damage caused by a third party
- Storm, flood, earthquake or any disruption or disasters from natural forces
- Structural alterations or modifications or alterations which affected the original structure of the home
- Inadequate maintenance or abnormal use of the home

4. HOMEOWNER'S RESPONSIBILITIES

4.1 Municipal Services and Accounts

- a) It is the responsibility of all homeowners living within a Municipal area to pay for Municipal services and property taxes. Homeowners must ensure that they get their monthly rates and municipal service statement. If the municipality fails to post, email or deliver the said statements all homeowners should enquire with the municipality in respect of the amounts outstanding per month.

- b) The services that will be paid for are water, electricity, sewer disposal and solid waste collection.
- c) Such services are paid to supply and maintain the infrastructure that provides consumers with the services
- d) Your municipal account must be paid monthly.
- e) If payment of accounts is not made, then the Municipality will charge interest on the outstanding debt. The municipality may also restrict or disconnect services where there is non-payment of amounts owed to them.
- f) If the monthly billing appears to be inaccurate then a complaint must be lodged with the local municipality as per their outlined complaints process and procedure. Once consensus has been reached, the homeowner should then adhere to the agreed amount owing for services.

4.2 Extensions and Upgrading

- a) When undertaking any form of house extensions or upgrades all homeowners are required to obtain building approval from the relevant municipality in accordance with their prescribed local zoning laws, by laws and regulations.
- b) Such construction also needs to be undertaken by a qualified builder to ensure compliance and must be approved by the Municipality.
- c) The applications for the above-mentioned vary in terms of required documentation and approval time frames as determined by each municipality.
- d) Failure to comply with the required approval prior to extensions or upgrades negatively impacts on the retail value of the property and may further result in the said municipality issuing a fine to the homeowner for non-compliance.

4.3 Owners Responsibilities

- a) All property owners have a responsibility to look after their property and house and do regular maintenance and keep their properties clean.
- b) Homeowners must also take their neighbors into consideration and be a good neighbor.
- c) Homeowners must comply with the Local Municipal regulations and ordinances

4.4 Home Insurance

- a) Homeowners should take out insurance on their house structure and contents.
- b) If no insurance is in place and the house burns down or is damaged by fire or rain, then the homeowner will have to pay for the necessary repairs themselves.
- c) If insurance was taken out, then a claim to the insurance company can be submitted to pay for the repairs and damage, or a part there-of.
- d) Property lost as a result of theft can also be claimed from an insurance company if the correct type of insurance cover is in place.

- e) Homeowners are further urged to include insurance coverage to protect against natural disasters. It is recommended that homeowners scout around for insurance policies that specifically cover floods within the policy as this has been excluded of late due to the consistent spate of floods within KwaZulu-Natal.

4.5 Property Boundaries and Fencing / Walls

- a) All properties have boundaries, and these are demarcated by erf pegs.
- b) The pegs are marked and pointed out on the day the house is handed over.
- c) The erf pegs confirm the size of the property, and these erf pegs must not be moved.
- d) Erecting walls or fences must be done in line with the property boundaries (erf pegs) and may not be erected on your neighbor's property.

4.6 Fraud and Scam Prevention

Criminals have become much more experienced and are using stolen identity details, not only to empty bank accounts, but to obtain various credit accounts and even home loans. They are able to delay detection of the fraud for long periods while the unpaid bills and instalments mount up. The scammer will use false documents to pose as the property owner, register forged documents transferring a property to their name and then get a new loan against the property. After securing a loan or line of credit, the criminal takes the cash and disappears. **Homeowners should:**

- a) Regularly check and verify their property ownership status through official channels to detect any unauthorized changes
- b) Safeguard personal information and be vigilant for any suspicious activity related to their property
- c) Cross check the title deed details with the relevant local authorities and land registries
- d) Embrace digital tools to regularly verify and monitor your property title deed status
- e) Report any inconsistencies or discrepancies to the authorities immediately

NB. Should any form of fraud or scam occur as detailed above; the homeowner must immediately report the matter to the nearest South African Police Station within their jurisdiction.

4.7 Environmental Responsibility

- a) Litter Disposal and Recycling: Homeowners must adhere to environmental laws. They are therefore advised to avoid dumping waste into rivers and wetlands where ecosystems are sensitive. Furthermore, they must invest in outdoor bins to ensure that litter does not enter stormwater drainage systems which then become waterlogged during periods of heavy rain due to excess build up of dirt and litter. Homeowners are encouraged to recycle items and materials which can be repurposed or reused.
- b) Sustainable Energy Sources: With the growing concern for the environment and the need for sustainable energy sources, solar energy has emerged as the recommended choice for homeowners in South Africa.

Homeowners are therefore encouraged to invest in energy-saving light bulbs and solar panels and by so doing they can not only reduce their monthly electricity bills but also protect themselves from future electricity price hikes.

- c) **Water Conservation:** Water scarcity in South Africa is a growing concern, saving water is not just a good habit but a necessity. In an effort to assist in water conservation, homeowners are thus encouraged to fix leaks promptly, take shorter showers and only run full loads of laundry. To further invest in rainwater storage tanks as they offer numerous environmental and economic benefits. Added to this, the availability of stored water can prevent costly disruptions caused by water shortages, ensuring continuity for domestic use.

5. DISASTER PREPAREDNESS

5.1 To keep you and your family safe during a natural disaster, these preparedness safety tips can prevent injuries and make the difference in an emergency:

- a) Stay informed. Tune in to local authorities for information about evacuations and safety tips.
- b) Have a plan for evacuation. Know where you will go during a natural disaster and how you will get there.
- c) Keep emergency kits on hand. Stock kits with flashlights, batteries, first aid supplies, and important identification information.
- d) Avoid unnecessary risks. Do not leave your home unless instructed to do so.
- e) Important to Do's: During a natural disaster ordinary items can become dangerous hazards. The following are important things to do as part of a homeowner's disaster readiness efforts:
 - Reinforce windows and doors. To withstand high winds and water, windows and doors need to be reinforced. This can be done by boarding them up with plywood.
 - Unplug appliances
 - Repair defective electrical wiring, laky electrical connections and cracks in foundations and ceilings
 - Keep roof, awnings and gutters clean from debris
 - Trees can often cause major damage to properties and person during thunderstorms, hail and floods. To avoid such a hazard, cut down dead trees and keep your trees properly trimmed.

5.2 Natural disasters can cause significant damage. Here are some tips to assist in recovering from a natural disaster:

- a) **Filing Claims:** Contact your insurance provider promptly to file a claim. Provide detailed documentation about the damage.
- b) **Repair and Rebuild:** Work with contractors and your insurer to repair or rebuild your home.
- c) **Financial Assistance:** Explore government aid and community resources for additional support during your time of need.

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REVISED KZN HUMAN SETTLEMENTS DISASTER MANAGEMENT POLICY

The KwaZulu-Natal Department of Human Settlements developed a Disaster Management Policy which was approved in 2022 followed by a Disaster Management Plan, approved in 2023. In 2024, the National Department of Human Settlements approved the National Guidelines for Implementation of Emergency Housing Responses as part of its mandate to strengthen disaster management and housing response frameworks across the country. This development highlighted the need for a comprehensive review of the existing KZN Human Settlements Disaster Management Policy to align with the updated guideline. The Revised Disaster Management Policy for KZN Human Settlements was approved by the honorable MEC for Transport and Human Settlements in March 2025. The policy aims to ensure that provincial and municipal roles are clearly defined. By adapting to this new structure, the KwaZulu-Natal Department of Human Settlements can ensure its disaster management strategies remain relevant, responsive, and compliant with national priorities. It also emphasizes the importance of collaboration between provincial, municipal, and national stakeholders to achieve efficient and coordinated disaster management efforts.

1. APPLICATION OF THE POLICY

The policy shall apply to the various categories of disasters tabled below. One of the prevalent disasters experienced in KwaZulu-Natal is climate-related which is the main focus of this policy.

DISASTER CATEGORIES		
Broad Hazard Category		Specific Disaster Risk Category
Hydrometeorological	Climate-related	Extreme weather (Flooding, hail, hurricanes/heavy winds)
	Hydrological	Riverine flooding Estuarine flooding Coastal flooding/storm surges Urban flooding Hydrological drought Agricultural drought
Geological		Seismic risks and earthquakes Rock falls and landslides
Biological	Fires	Urban fringe fires, Veld fires
	Epidemic	Humans, Livestock
Civil unrest		Social unrest, looting, criminal

In line with the Emergency Housing Programme, the policy will apply to emergency situations of exceptional housing need, such situations being referred to as “Emergencies”. An emergency exists when the MEC, on application by the Department, agrees that persons affected owing to situations beyond their control:

- a) Have become homeless as a result of a declared state of disaster, where assistance is required, including cases where initial remedial measures have been taken in terms of the Disaster Management Act, 2002 (Act No. 57 of 2002) by government, to alleviate the immediate crisis situation;

- b) Have become homeless as a result of a situation which is not declared as a disaster, but destitution is caused by extraordinary occurrences such as floods, strong winds, severe rainstorms and/or hail, snow, devastating fires, earthquakes and/or sinkholes or large disastrous industrial incidents;
- c) Live in dangerous conditions such as on land being prone to dangerous flooding, or land which is dolomitic, undermined at shallow depth, or prone to sinkholes and who require emergency assistance;
- d) Live in the way of engineering services or proposed services such as those for water, sewerage, power, roads or railways, or in reserves established for any such purposes and who require emergency assistance;
- e) Are displaced or threatened with imminent displacement as a result of a state of civil conflict or unrest, or situations where pro-active steps ought to be taken to forestall such consequences;
- f) Live in conditions that pose immediate threats to life, health and safety and require emergency assistance.
- g) Are in a situation of exceptional housing need, which constitutes an Emergency that can reasonably be addressed only by resettlement or other appropriate assistance, in terms of this Programme.

2. EMERGENCY HOUSING ALERT SYSTEM (EHAS)

- 2.1 The Emergency Housing Alert System (EHAS) is designed to ensure rapid and effective communication and response during housing emergencies caused by disasters. Municipalities or provinces, as the first responders, must promptly notify the National Department of Human Settlements (NDHS) when incidents requiring emergency housing interventions occur. Notifications should be sent via the emergency housing call centre (0800 063 772), the dedicated email address (EHR@dhs.gov.za), or the SMS/WhatsApp line (063 684 8187).
- 2.2 Upon receiving a report, NDHS will alert relevant disaster management centres and the South African Local Government Association (SALGA). They will also activate a short message service (SMS) to facilitate ongoing reporting of such incidents. Information on the incident must include the type of disaster (e.g., fire, flood), the location, and the estimated number of affected people. This data will then be directed to the Emergency Housing Rapid Response Committee (EHRRC), which is responsible for coordinating intervention and recovery processes.
- 2.3 All data collected through the EHAS must be stored and archived. Analyses of reported cases will be conducted monthly, quarterly, or as needed to improve disaster management strategies.

3. EMERGENCY HOUSING FIRST RESPONDERS

The NDHS Emergency Housing First Responders play a critical role in the immediate aftermath of a disaster. Their duties include coordinating recovery efforts, registering affected beneficiaries, and conducting preliminary assessments. They are required to be on-site within 24 hours of the incident, provided the area has been declared safe.

Recovery efforts are coordinated in consultation with affected municipalities, provinces, and communities. Agreements on recovery strategies include considerations such as land availability, municipal services, and intervention prioritization. Affected households must be registered in the Emergency Housing Database, which will

aid in planning, monitoring, and accountability. The information collected should include personal and household details such as names, identity numbers, income levels, and contact information. NDHS will develop a simplified digital system to facilitate this process.

4. TECHNICAL ASSESSMENT

As per the Emergency Housing Guidelines, technical assessments play a critical role in determining the extent of damage and formulating appropriate responses. These assessments are conducted in two stages: Preliminary Assessment and Detailed Assessment. The table below outlines the differences between these stages to ensure efficient and coordinated disaster response efforts.

ASPECT	PRELIMINARY ASSESSMENT	DETAILED ASSESSMENT
Purpose	To quickly assess the extent of damage and recommend immediate interventions.	To provide in-depth analysis for long-term housing reconstruction and repairs.
Responsible Party	National Implementing Agent (NIA) and Professional Resource Teams (PPT).	Structural/Civil Engineers in collaboration with Quantity Surveyors, Geotechnical Specialists, and other professionals.
Timeframe	Must be completed and reported within 24 hours of deployment.	First detailed report must be submitted within 5 working days of appointment.
Scope	General damage assessment focusing on immediate recovery needs.	Comprehensive evaluation of partially or fully damaged formal housing units.
Tools and Frameworks	Uses a standardized preliminary reporting tool.	Utilizes a detailed assessment framework developed by the National Department of Human Settlements.
Application of Findings	Used to decide on immediate emergency housing interventions.	Used to develop repair strategies, determine costs, and prioritize long-term reconstruction efforts.
Payment	Rates for preliminary assessments are pre-negotiated annually and paid upon completion of the required tasks.	Payments are processed based on the subsidy quantum and upon satisfactory submission of detailed reports.
Phased Approach	Not applicable.	Adopted to allow reconstruction to commence as soon as the first group of houses is assessed.
Special Notes	Informal settlements usually do not require a detailed assessment.	Formal housing with significant structural damage will always require detailed evaluation.
Reporting Frequency	Reports must be submitted within 24 hours of assessment completion.	Weekly progress reports are submitted to relevant stakeholders.

5. EMERGENCY HOUSING INTERVENTIONS

In alignment with the Emergency Housing Guidelines and KZN Human Settlements Disaster Management Policy, interventions are designed to provide immediate and structured responses to housing emergencies arising from disasters. These measures ensure the rapid coordination of resources, assessment of damages, and restoration of affected households. By integrating efforts from local, provincial, and national stakeholders, the interventions aim to alleviate distress, promote recovery, and uphold the well-being of impacted communities.

INTERVENTION	KEY POINTS\	RESPONSIBILITIES
1: Rebuild	<ul style="list-style-type: none"> Destroyed mud/brick houses may be rebuilt using Alternative Building Technology (ABT) up to 40m². Technical and geotechnical reports are required. Contractors must have NHBRC registration and Agrément Certificates. Registration of households in the Housing Subsidy System is mandatory. NDHS processes invoices upon receiving quality assurance certificates. 	<ul style="list-style-type: none"> Compile database/panel of ABT providers. Appoint contractors based on procurement processes. Ensure continuous communication with affected households.
2: Relocation	<ul style="list-style-type: none"> Options: Transitional Emergency Accommodation (TEA), Mental Assistance Programme, and Temporary Residential Units (TRU). TRUs must meet Emergency Housing Programme standards and be built in situ or at new sites. Urban relocations require land development plans and basic services. Rural relocations are often on the same site but need soil geotechnical reports. TEA facilities must provide temporary shelter for up to 12 months. 	<ul style="list-style-type: none"> Municipalities to identify suitable land/buildings. Procure and install TRUs with registered contractors. Maintain asset registers and manage TEA facilities.
3: Restoration	<ul style="list-style-type: none"> Provides immediate relief to informal settlement residents with temporary building materials (e.g., corrugated sheets, poles, etc.) Materials must support shelters of 9m²–30m², with a maximum unit cost of R12,000. Focused on rebuilding after disasters in municipal/state-owned land. Fire-rated material prioritized. Affected households must be registered in the Emergency Housing Programme. 	<ul style="list-style-type: none"> Municipalities to procure and distribute materials. Manage rebuilding efforts and maintain a database of beneficiaries. Submit claims and monitoring reports to NDHS.
4: Repairs	<ul style="list-style-type: none"> Two approaches: homeowner-based or contractor-based repairs. Detailed technical assessment reports required within five days of the incident. Homeowners can redeem vouchers at registered hardware shops for repairs. Contractors must complete repairs following NHBRC quality assurance. Payment is processed upon satisfactory completion of work. 	<ul style="list-style-type: none"> NDHS appoints implementing agents/project managers. Compile contractor and material supplier databases. Ensure technical and financial verification of repairs.

6. INSTITUTIONAL ARRANGEMENTS

The 2023 Emergency Housing Guidelines redefine institutional roles and responsibilities for disaster management in South Africa. The National Department of Human Settlements now serves as the **primary first responder** for

disaster-related housing needs, leading coordination and implementation efforts at the national level. This necessitates realignment of the KwaZulu-Natal Department of Human Settlements disaster management structure to provide support while addressing specific provincial needs. There are various stakeholders that play different roles in both the planning for disasters and mitigating factors as well as recovery efforts. These include Municipalities, Provinces, DHS Entities, SALGA, Government Departments such as COGTA, Non-Government Sector, Research Communities and Academia.

6.1 NATIONAL DEPARTMENT OF HUMAN SETTLEMENTS

a) Develop Risk and Mitigation Plans

- Assist provinces and municipalities in developing emergency housing strategies and disaster mitigation measures.
- Support in identifying communities at risk from unsafe conditions or natural disasters.

b) Manage Emergency Housing Responses

- Coordinate responses to emergencies involving multiple municipalities.
- Ensure no duplication of funding for disaster relief by coordinating with the National Disaster Management Centre.
- Facilitate the appointment of agents for executing housing responses (could be provinces, municipalities, or government entities).

6.2 KZN DEPARTMENT OF HUMAN SETTLEMENTS

a) Manage Emergency Housing Responses

- Provide immediate response in the aftermath of a housing emergency.
- Notify NDHS within 24 hours and assess disaster damage within 2 days.
- Implement emergency housing measures once funding is received from NDHS.
- Maintain a register/database of disaster-affected areas and beneficiaries.
- Monitor and report on progress with disaster housing projects.

b) Proactively Plan for Emergency Housing

- Develop disaster risk mitigation plans, including emergency housing solutions.
- Ensure contingency plans are in place for the rapid deployment of emergency shelter.
- Work with municipalities to identify communities in unsafe areas and plan for possible relocation.
- Plan disaster mitigation measures in collaboration with the Provincial Disaster Management Centre (PDMC).
- Facilitate the release of municipal land for emergency housing and resettlement purposes.

c) Ensure Compliance with Legislative and Policy Prescripts

- Ensure that procurement policies for emergency housing adhere to the Public Finance Management Act (PFMA) and Treasury Regulations.

- Ensure shelter solutions comply with the National Housing Code.

6.3 MUNICIPALITIES

a) Manage Emergency Housing Responses

- Provide the first response in the aftermath of a housing emergency.
- Notify the NDHS within 24 hours of a disaster occurrence.
- Conduct assessments and verify the extent of damage within 2 days of accessing the site.
- Support emergency interventions and maintain a register of human settlements disasters.
- Ensure housing solutions are inclusive, especially for people with disabilities.

b) Proactively Plan for Emergency Housing

- Develop disaster risk mitigation plans that include emergency housing strategies.
- Identify communities at risk and inform them of potential hazards like flooding.
- Facilitate relocation and proper housing for those in unsafe or unhealthy conditions.

c) Ensure Compliance with Legislative and Policy Prescripts

- Ensure emergency housing responses comply with the Housing Code.
- Follow emergency procurement policies in line with the PFMA and Treasury Regulations.

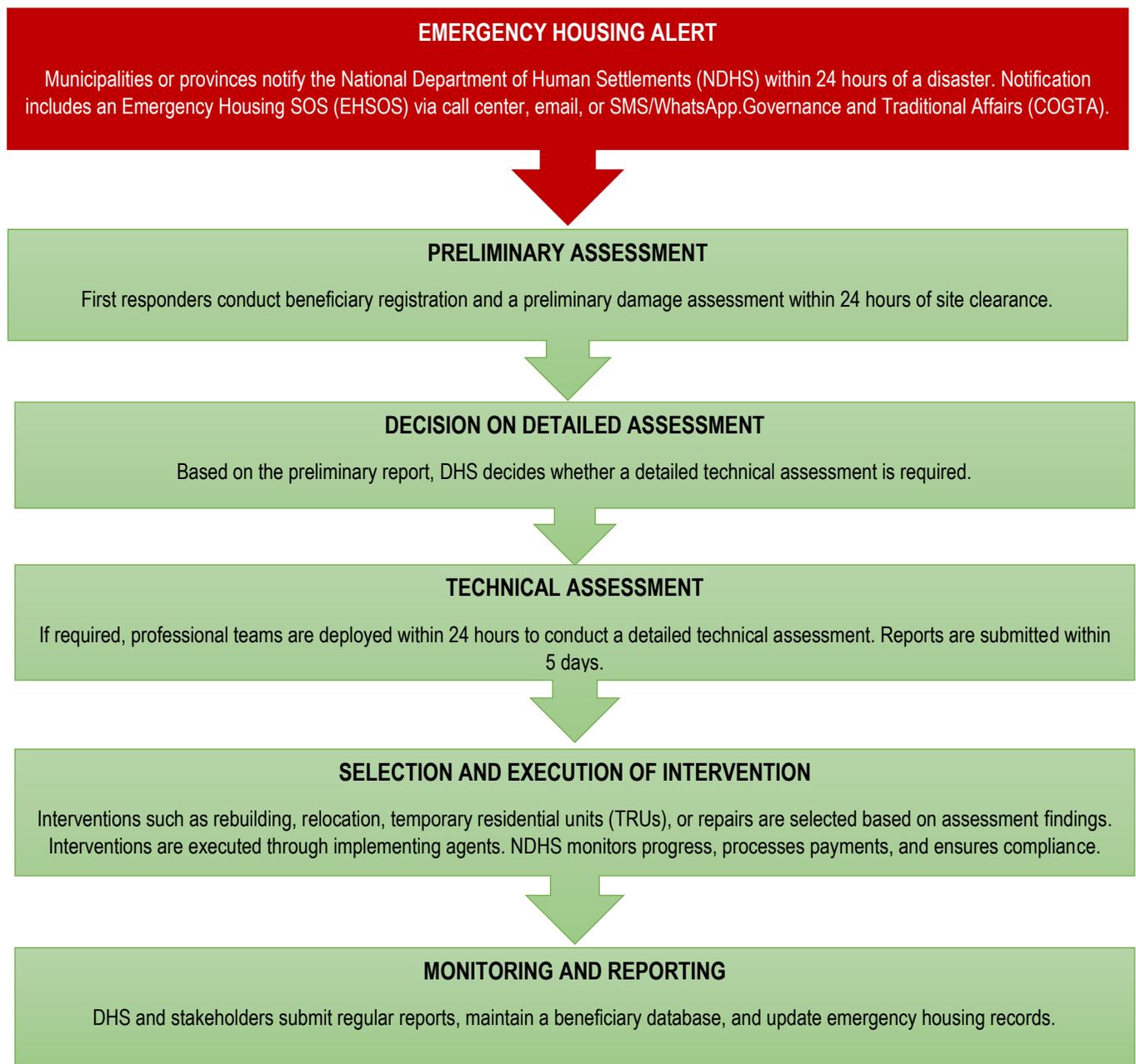
6.4 DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS (COGTA)

COGTA would play a key role in providing assistance and support during times of disaster:

- a) Issuing of notices to KZN Human Settlements.
- b) Coordinating disaster response efforts across different government agencies, as well as working with local communities to ensure that they have the resources they need to respond to disasters effectively.
- c) Providing funding for emergency services, coordinating the deployment of rescue teams, and assisting with the provision of basic necessities such as food, water, and shelter.
- d) Assisting KZN Human Settlements to develop and implement disaster management plans that can help to mitigate the impact of future disasters.

7. DISASTER RESPONSE AND RECOVERY

STANDARD OPERATING PROCEDURE (SOP)



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The detailed policies/documents included in this edition of the Policy Communique may be accessed on the Department's website using the following link: https://www.kzndhs.gov.za/index.php?option=com_content&view=article&id=23&Itemid=130