



Western Cape
Government

Human Settlements

BETTER TOGETHER.



Information Booklet

CONTENTS

Introduction	2
Foreword from Minister	3
Foreword from HOD	5
Mission	7
Vision	7
Values	7
Departmental Organogram	8
Functions of Department	9
Department's Programme Structure	13
Human Settlement Programmes and Subsidies	15
Rental Housing Tribunal	29

INTRODUCTION

The Western Cape Department of Human Settlements delivers human settlements according to the provisions of the National Housing Code, with a strategy geared towards its unique vision of the Province.

In order to turn its vision into reality, the Department has a practical mission geared around a set of core values. The opening pages of this booklet highlight the Department's vision, mission and values, along with the current political and administrative leadership.

To make sure that it delivers according to its mandate, the Department has an organisational structure consisting of a Ministry, Office of the Head of Department, three Chief Directorates and fourteen Directorates; each with a defined set of responsibilities which are outlined within the document.

The Department delivers services to the public through sixteen housing programmes, and an overview of each programme, along with the qualification criteria for beneficiaries, is provided. In addition, the Department is also responsible for overseeing the Rental Housing Tribunal, which provides free advice on Rental issues to landlords and tenants.

The following document is thus intended to provide an introduction and overview to the functioning of the Department and its services, and can be used by elected officials, stakeholders, communities, employees and other members of the public who have an interest in the business of Human Settlements.

MINISTER'S FOREWORD

I would like to thank the voters of the Western Cape for giving us an opportunity to continue with the good work that we started in 2009 despite the many challenges we faced. I'm very grateful to have been given a second term and a second chance. It's a humbling mandate that I do not take lightly, given the expectations that come with it.

During my first term I set out strategic goals that must be pursued by the Department, even though we've laid a solid foundation, a lot still needs to be done in order to realise these goals. The lessons learnt from the first term have equipped me to ensure we meet the deliverables required of us.

Immediately after our renewed mandate, we put the wheels in motion by setting realistic goals and objectives for the short, medium and long term. As the Provincial Government we decided to reduce our strategic goals from eleven to five.

The Department of Human Settlements, together with the Departments of Transport & Public Works, Environmental Affairs & Development Planning and Cooperative Government, is part of Strategic Goal no 4, namely to enable resilient, sustainable, quality and inclusive living environments. This was done in order to actualise the concept of integrated and sustainable Human Settlements, so as to continue with a transversal management approach.

Guided by the National Development Plan 2030, Cape Vision 2040, and faced with problems of migration, bulk infrastructure and limited resources, we have decided to focus on three areas in order to maximise the impact on human settlements delivery.

This has been communicated internally to our staff members and to our external stakeholders and partners.

To this end we will:

1. Shift more resources towards the upgrading of informal settlements in order to provide basic services to all our citizens.
2. Strengthen our partnership with the private sector to ensure and increase affordable houses for people earning above the free-subsidy threshold.
3. Pay more attention to the allocation of free subsidised state houses in order to prioritize the most vulnerable beneficiaries.

I am looking forward to having everybody on board, engaging all our partners and relevant stakeholders in order to start making a real impact in changing the lives of our people for the better; we call upon everyone who is involved in this space to hold hands with us, because as government alone we cannot succeed in this daunting task.



I thank you.

A handwritten signature in black ink, consisting of a stylized 'B' followed by a horizontal line and a small flourish.

Bonginkosi Madikizela

Minister for Human Settlements
Provincial Government of the Western Cape

HEAD OF THE DEPARTMENT'S FOREWORD

The Western Cape Department of Human Settlements embraces the National Development Plan, provincial development strategies & goals, and in particular Strategic Goal 4 of enabling resilient, sustainable, quality and inclusive living environments.

The Department contributes to the National Human Settlements targets, but we have set our Provincial targets which we intend to achieve in the 2014/2019 term:

- Provide 66 000 BNG units (Free Units);
- Provide 11 000 GAP housing units;
- Upgrade and enhance 550 Departmental rental stock;
- Dispose of 200 rental units to qualifying beneficiaries;
- Provide 5 500 EPHP housing opportunities per annum;
- Accelerate informal settlement upgrade provision with basic services which will be the major focus area;
- Eradicate title deeds backlog transfer of all pre and post 1994 title deeds in order to increase security of tenure; and
- Intensify and institutionalise partnerships with civil society, private sector, parastatals and other spheres of government.

The Department has identified seven catalytic projects that it intends to action in this term of government in co-operation with the National Department, affected local authorities and other provincial departments in order to maximise impact to affected areas and the beneficiaries.

The seven catalytic projects:

Catalytic Projects	Area	No. of Units
Trans Hex	Worcester	7 300
Vlakkeland, Dal Jasofat	Paarl	5 081
Thembaletu, Syferfontein, Wildernes Hts	George	15 000
Vredebes, Bella Vista	Ceres	2 550
N2 Phase 2*	Cape Town	29 500
De Novo	Stellenbosh	2 300
Vredenburg Urban Regeneration	Saldanha	1 142

* **N2 Phase 2:** Inclusive is the projects Kanana, Barcelona, Gxa Gxa, Europe, Vukuzenzela situated between Gugulethu and Nyanga including backyarders in those areas and Kosovo in Phillippi.

In the process of delivering this infrastructure and in providing support to municipalities; the Department intends that the National and Provincial Government's socio-economic objectives are realised with emphasis on:

- Job creation and work opportunity provision on construction sites and off sites, using locally manufactured products, preferably those made in the Western Cape.
- Economic Empowerment; where local SMEs will be encouraged to participate in all Departmental activities as contractors and service providers include youth, women and previously disadvantaged people.
- Energy efficiency; where utilisation of alternative technology, certified by authorities within the home building industry is promoted.

The Department intends to ensure that all its delivery and social partners are engaged and informed of all progress and challenges experienced in achieving its objectives. The Department is inviting all relevant partners and stakeholders to work close with us to achieve our objectives.



I thank you.

Thando Mguli

HOD for Human Settlements
Provincial Government of the Western Cape

STRATEGIC OVERVIEW

Vision

Developing integrated and sustainable human settlements, with access to social and economic opportunities for all the Province's citizens.

Mission

The mission for the Department of Human Settlements is:

- To be effective agents of change in capacitating and supporting municipalities to optimally deliver housing opportunities;
- To promote, facilitate and develop integrated and sustainable human settlements; and
- To facilitate delivery through sound administration and the engagement of all spheres of government and social partners.

Values

The Department of Human Settlements' values are aligned to the Batho Pele principles as well as the values of the Western Cape Government, and is committed to the following values:

- **Competence;**
- **Accountability;**
- **Integrity;**
- **Responsiveness; and**
- **Caring.**

Strategic Goals

The Department of Human Settlements has set the following strategic outcome-orientated goals:

Strategic Goal 1: Accelerate the provision of housing opportunities including the prioritisation of serviced sites;

Strategic Goal 2: Inculcate a sense of ownership, rights and responsibility amongst housing beneficiaries, tenants and owners;

Strategic Goal 3: Provide a fairer allocation of housing;

Strategic Goal 4: Optimal use of resources and partnerships;

Strategic Goal 5: Introduce a co-ordinated approach to human settlements planning through effective Integrated Development Planning; and

Strategic Goal 6: To facilitate delivery through sound administration.



FUNCTIONS OF DEPARTMENT

To promote sustainable integrated human settlement planning and development

HEAD OF DEPARTMENT

- Manage operational and strategic office support
- Manage the Correspondence Hub of the Department
- Financial Management
- Human Resource Management.

DIRECTORATE: COMMUNICATIONS AND STAKEHOLDER RELATIONS

- Render a communication service to the Department
- Optimise relations with human settlement stakeholders
- Render a support service to the Rental Housing Tribunal
- Provide professional customer relations to the public.

CHIEF DIRECTORATE: HUMAN SETTLEMENT PLANNING

- Conduct research, develop policies and provide advice in support of sustainable human settlements
- Provide direction for integrated human settlement planning
- Facilitate GAP and rental housing delivery.

DIRECTORATE: POLICY AND RESEARCH

- Conduct research on the demand for housing
- Provide a regulatory framework for housing and develop policy guidelines.

DIRECTORATE: PLANNING

- Provide long-term planning direction and enabling / support tools for human settlement development
- Transform Apartheid planning patterns and restructure settlements by supporting the revision of Municipal Spatial Development Frameworks and five-year human settlement plans at municipal level
- Provide spatial information for human settlement development decision making

DIRECTORATE: LAND AND ASSET MANAGEMENT ACT

- Facilitate the issuing of title deeds
- Manage the housing debtors of the Department
- Manage and facilitate the vesting, development and disposal of properties/land
- Manage the administration of the Rural Areas Act and render post-restitution support and settlement control
- Manage and update the immovable-property register of the Department and manage the implementation of Government-Wide Immovable Asset Management Act (GIAMA).

DIRECTORATE: AFFORDABLE HOUSING

- Promote and implement affordable housing opportunities
- Promote and implement sustainable rental-housing initiatives.

CHIEF DIRECTORATE: HUMAN SETTLEMENT IMPLEMENTATION

- Manage the Human Settlement Development Grant (HSDG)
- Administer housing projects and subsidies
- Manage the Enhanced People's Housing Process (EPHP)
- Co-ordinate Departmental engagements with municipalities and render housing development support and monitoring services with a regional focus.

DIRECTORATE: GRANT AND MUNICIPAL PERFORMANCE MANAGEMENT

- Assess overall housing delivery performance of municipalities
- Monitor housing expenditure and administer housing project claims.

DIRECTORATE: HUMAN SETTLEMENT PROJECT ADMINISTRATION

- Manage provincial housing project administration and approvals
- Administer provincial housing subsidies
- Promote and manage economic empowerment of communities and emerging contractors of housing assets.

DIRECTORATE: PROFESSIONAL AND PROJECT MANAGEMENT SERVICE

- Render a building inspection support service
- Render an engineering and project management support service
- Render an architectural design and technical support service with regard to housing and building related projects
- Co-ordinate and facilitate settlement upgrading in terms of emergency housing and housing support in times of disaster.

DIRECTORATE: ENHANCED PEOPLE'S HOUSING PROCESS (EPHP)

- Manage support of EPHP projects
- Monitor the assets acquired by way of establishment grant funding
- Monitor the facilitation and establishment grants
- Render a technical support service to EPHP Projects
- Verify claims and payments
- Prepare submissions
- Co-ordinate the setting up of social contracts.

DIRECTORATE: REGIONAL HUMAN SETTLEMENT SUPPORT

- Co-ordinate Departmental engagement with municipalities and render human settlement development support and monitoring services with a regional focus.

CHIEF DIRECTORATE: MANAGEMENT SUPPORT SERVICES

- Deliver an effective and efficient Departmental financial management service
- Provide strategic support as well as develop and maintain a comprehensive monitoring, evaluation and information system
- Render a general administrative support service to the Department
- Ensure the rendering of information and communication technology (ICT), human capital, corporate assurance and legal services to the Department by the Corporate Service Centre (CSC).

DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure effective budget administration in the Department
- Manage effective Departmental accounting services
- Ensure internal control systems
- Manage all procurement and Departmental asset management.

DIRECTORATE: STRATEGIC MANAGEMENT SUPPORT

- Provide a Departmental strategic management support function
- Monitor and evaluate Departmental performance
- Establish and maintain a comprehensive information management system for the Department.

DEPARTMENT'S PROGRAMME STRUCTURE

PROGRAMME	SUB-PROGRAMME
1. Administration	1.1 Office of the MEC 1.2 Corporate Services
2. Housing Needs, Research and Planning	2.1 Administration 2.2 Policy 2.3 Planning 2.4 Research
3. Housing Development	3.1 Administration 3.2 Financial Interventions 3.3 Incremental Interventions 3.4 Social and Rental Intervention 3.5 Rural Intervention
4. Housing Asset/ Property Management	4.1 Administration 4.2 Housing Property Management

PROGRAMME 1: ADMINISTRATION

Purpose: To provide overall management in the Department in accordance with all applicable acts and policies. This programme consists of two sub-programmes:

Office of the MEC: To provide for the functioning of the Office of the MEC;

Corporate Services: To provide corporate support to the Department and to make limited provision for maintenance and accommodation needs; and

Strategic Objectives: To facilitate delivery through sound administration.

PROGRAMME 2: HOUSING NEEDS, RESEARCH AND PLANNING

Purpose: To facilitate and undertake housing delivery and planning. This programme consists of four sub-programmes, namely:

Administration: To provide administrative and / or transversal project management services;

Policy: To develop human settlement policies and policy guidelines;

Planning: To develop provincial multi-year Housing Development Plans and project pipelines in cooperation with municipalities; and

Research: To conduct research on sustainable human settlements.

PROGRAMME 3: HOUSING DEVELOPMENT

Purpose: To provide individual subsidies and housing opportunities, including access to basic services, to beneficiaries in accordance with the Housing Code. This programme consists of five sub-programmes, namely:

Administration: To provide administrative support funded from the equitable share;

Financial Intervention: To facilitate immediate access to housing goods and services creating enabling environments and providing implementation support;

Incremental Intervention: To facilitate access to housing opportunities through a phased process;

Social and Rental Intervention: To facilitate access to rental housing opportunities, supporting urban restructuring and integration; and

Rural Intervention: To facilitate access to housing opportunities in rural areas.

PROGRAMME 4: LAND AND ASSET MANAGEMENT

Purpose: To plan, facilitate and develop integrated and sustainable human settlements. This programme consists of two sub-programmes, namely:

Administration: To provide administrative support funded from the equitable share; and

Housing Property Management: To provide for the management of housing properties; including the transfer of ownership, identify and secure land for affordable housing.

HOW DO WE MAKE LAND AVAILABLE FOR DEVELOPMENT PURPOSES?

Disposal of land via housing development projects and land acquisition for human settlements in the Western Cape.

Different ways used by the Department of Human Settlements to acquire or dispose land to stakeholders for development purposes:

From Private Owner to Government

- The Department receives R2 billion annually from the National Department for human settlement purposes
- Department of Human Settlement is working with the Housing Development Agency (HDA) to identify and secure the release of state-owned land in the Province that is suitable for human settlements
- The Municipality is responsible for negotiations with the private land owner if they want to purchase the land available
- If needed, the Municipality will apply to the Department for using its housing allocation to buy the identified land from a private owner
- The Department will then investigate whether the land is suitable for the required development
- If all the requirements are met, then the Department will approve the purchase and transfer the funds to the Municipality.

From Government to the Municipality

- Properties transferred from the Department to a Municipality are made available to them for human settlement purposes, at no cost
- The Housing Development Agency (HDA) is also tasked to identify and secure the release of other state-owned land in the Province that is suitable for developing human settlements.



From Government to a Developer to Home Owner

- Land could be made available for development on tender
- The private company winning such a bid acts as the housing developer on land owned by the Department. Once the winning bid is accepted by the Department, a Land Availability Agreement (LAA) is entered into, making the land available for development whilst it still belongs to the Department
- The housing developer is responsible for contracting the project manager, contractors and service providers tasked with developing the service infrastructure and residential units
- The Department is compensated for the bid price of land through prorated payments made by each developer. The developer is required to pay for their portion of land at the time when the developed properties are transferred to the developer at the end of the construction process
- This process allows the Department to retain control of the land until the final product is delivered to the developer
- The Department then signs the land-sale agreement of the land with the final purchaser (i.e. homeowner)
- Purchasers requiring government subsidies must meet the eligible criteria for those subsidies as laid out in the National Housing Code.

HUMAN SETTLEMENT PROGRAMMES AND SUBSIDIES



The National Housing Code sets the underlying policy principles, guidelines and norms and standards which apply to Government's various housing assistance programmes introduced since 1994. The Department is responsible for developing sustainable integrated human settlements in the Western Cape. This means that we are tasked with creating human settlements that allow its residents to access social and economic opportunities close to where they live. To achieve this, the Department makes use of the following programmes:

1. FINANCE LINKED INDIVIDUAL SUBSIDY PROGRAMME (FLISP)

What is the Programme about?

The Finance Linked Individual Subsidy Programme (FLISP) is an instrument that assists qualifying households by providing a once-off down payment to those who have secured mortgage finance to acquire a residential property for the first time. FLISP targets households whose income ranges from R3 501 to R15 000 and are South African citizens. Suitable beneficiaries will qualify for a subsidy of between R20 000 to R87 000 for a bond-financed property.

For enquiries:

BRIAN DENTON

Director: Project and Subsidy Administration

Tel No: +27 21 483 4012

E-mail: brian.denton@westerncape.gov.za

2. ENHANCED PEOPLE'S HOUSING PROCESS (EHPH)

What is the Programme about?

The EPHP is a government housing support programme that assists households who wish to enhance their houses by actively contributing towards the building of their own homes. The process allows beneficiaries to establish a housing support organisation that can liaise with the Department and municipality on the construction of their homes. Training and guidance on how to build houses can be also supplied by the Department.

Who qualifies for the EPHP?

Potential beneficiaries who:

- Wish to participate in a community-driven housing project;
- Can organise and mobilise themselves as a group;
- Are already part of an organised group or willing to be part of that group;
- Are part of an organised savings group.

For enquiries:

ALEXIS RAUTENBACH

Acting Director: Enhanced People's Housing Process

Tel No: +27 21 483 5430

E-mail: alexis.rautenbach@westerncape.gov.za

3. INTEGRATED RESIDENTIAL DEVELOPMENT PROGRAMME (IRDP)

What is the Programme about?

The IRDP provides for the acquisition of land, servicing of stands for a variety of land uses including commercial, recreational, schools and clinics. It also provides for residential stands for low, middle and high income groups. The land use and income group mix will be based on local planning and needs assessment.

This Programme will benefit persons who:

- Lawfully reside in South Africa (i.e. a citizen of the Republic of South Africa or in possession of a permanent residence permit). Certified copies of the relevant documents must be submitted with the application;
- Are legally competent to contract (i.e. over 18 years of age or legally married or legally divorced or declared competent by a court of law and sound in mind);
- Neither the applicant nor his or her spouse has previously benefited from government housing assistance;
- Have not owned fixed residential property;
- Have previously owned fixed residential property but such a person may only qualify for the purchase of a vacant serviced site;
- In addition to the above; the following criteria must also be satisfied:
 1. Persons must be married or habitually cohabit;
 2. Single persons must have financial dependants;
 3. Single; aged, disabled persons and military veterans without financial dependants may be assisted. Aged persons must comply with the relevant criteria as defined by the Department of Social Development;
 4. Households must earn a monthly income as stipulated in the annual approved range;
 5. Persons who have benefited from the Land Restitution Programme and who satisfy all other relevant criteria may also be assisted.

For enquiries:

ALEXIS RAUTENBACH

Acting Director: Enhanced People's Housing Process

Tel No: +27 21 483 5430

E-mail: alexis.rautenbach@westerncape.gov.za

4. UPGRADING OF INFORMAL SETTLEMENTS PROGRAMME (UISP)

What is the Programme about?

The UISP seeks to upgrade the living conditions of millions of poor people by providing secure tenure and access to basic services and housing.

Who will be assisted?

This Programme will benefit all persons living in informal settlements who meet the following criteria:

- Households that comply with the Housing Subsidy Scheme qualification criteria;
- Households that exceed the maximum income criteria as approved by MINMEC, are also included subject to certain conditions;
- Households headed by minors, who are not competent to contract, may apply for housing benefits assisted by the Department of Social Development;
- Persons without dependants;
- Persons who are not first-time home owners;
- Applications for the following people may be considered on a case-by-case basis:
 1. Persons who have previously received housing assistance and who previously owned and/or currently own a residential property;
 2. Immigrants whose residence status is uncertain on the conditions prescribed by the Department of Home Affairs.

For enquiries:

PHILA MAYISELA

Director: Regional Support (Eden & Central Karoo District)

Tel No: +27 21 483 8789

E-mail: phila.mayisela@westerncape.gov.za

Or

BRIAN DENTON

Director: Project and Subsidy Administration

Tel No: +27 21 483 4012

E-mail: brian.denton@westerncape.gov.za

5. PROVISION OF SOCIAL AND ECONOMIC FACILITIES

What is the Programme about?

Owing to backlogs in existing settlements and the need to prioritise those, authorities responsible for the provision of social and economic facilities such as schools, clinics, community halls, recreational facilities and trading facilities, have not been able to provide facilities in most new housing projects. In line with the policy to establish quality, sustainable human settlements, a programme has been introduced to fund primary social and economic amenities where funding is not available from other sources.

Who will be assisted?

The Programme provides assistance to all municipalities which do not have sufficient financial resources to provide such facilities. Municipalities have to demonstrate that the proposed facilities for which funding are sought will meet the basic requirements of the recipient communities and that no other funding sources are available from which they could be financed.

For enquiries:

ALEXIS RAUTENBACH

Acting Director: Enhanced People's Housing Process

Tel No: +27 21 483 5430

E-mail: alexis.rautenbach@westerncape.gov.za

Or

PHILA MAYISELA

Director: Regional Support (Eden & Central Karoo District)

Tel No: +27 21 483 8789

E-mail: phila.mayisela@westerncape.gov.za

6. SOCIAL HOUSING PROGRAMME

What is the Programme about?

Social Housing is defined as a rental or co-operative housing option for households earning between R1501 – R7500 per month. Social Housing projects require management by an institution, which should be an accredited Social Housing Institution as legislated in the Social Housing Act of 2008. Social Housing projects should be developed within Restructuring Zones which are basically areas that contribute to spatial, economic and social development.

7. INSTITUTIONAL SUBSIDIES

What is the Programme about?

The Institutional Subsidy Programme's main objective is to provide capital to housing institutions for the provision and maintenance of affordable rental housing. It is used by housing institutions that will provide tenure alternative to immediate ownership, such as rental, instalment sale, share block or cooperative tenure. This programme is typically used for what we know as Rent-to-Own and Rent-to-Buy, whereby the tenant rents/pays a levy for 4 years after which the tenant can be allowed to take ownership of the unit, with conditions and financial obligations attached.

8. COMMUNITY RESIDENTIAL UNITS PROGRAMME (CRU)

What is the Programme about?

Community Residential Units (CRU) aims to facilitate the provision of secure, rental housing accommodation for households earning between R800 and R3500 per month. This programme mostly focuses on public rental housing stock, whether it is the refurbishment thereof, the demolition thereof for the purpose of developing new stock or for infill. The project also makes provision for the development of Greenfield developments. These projects are usually managed by the municipality themselves but it can be outsourced should the municipality wish to do so.

For enquiries:

KAHMIELA AUGUST

Director: Affordable Housing

Tel No: +27 21 483 2591

E-mail: kahmiela.august@westerncape.gov.za

9. INDIVIDUAL SUBSIDY PROGRAMME

What is the Programme about?

Individual housing subsidies are available to low-income households, where an applicant wishes to buy a residential property for the first time. The subsidy can be used to buy an existing house - including the property on which the house stands. It can also be used to buy a house on a plot-and-plan basis, or to finish an incomplete house. Successful applicants will receive this subsidy only once. It is not a cash pay-out, but is paid directly to a financial institution or a conveyancing attorney.

Who will be assisted?

The programme will assist persons who:

- Have been on the municipal housing-demand database for a minimum of ten years;
- Priority will be given to applicants over the age of 40 years and / or with special needs;
- Are married or cohabiting with a long-term partner;
- Are single or divorced with financial dependents;
- Are South African citizens. or have a South African Permanent Residency Permit;
- Are over 18 years of age;
- Have a gross monthly household income that is less than R3 500;
- Have never received a subsidy from the government, and neither has their partner;
- Never owned a property and neither has their partner.

10. RURAL SUBSIDY: COMMUNAL LAND RIGHTS

What is the Programme about?

In rural areas many people don't have legal rights over their land but they do have functional security of tenure. For example, tenure granted in terms of the laws and customs of tribes, usage or administrative practice in a particular area or community; or beneficial occupation of State land for a continuous period of not less than 5 years. These kinds of tenure are protected under the Protection of Informal Land Rights Act while land reform processes are implemented. However, people who don't have legal tenure are not able to access subsidies under the Housing Subsidy Scheme therefore a special subsidy has been developed.

Who can apply for the subsidy?

The subsidy will only be granted to individuals whose informal rights are uncontested and who are unlikely to lose those rights during the current land reform process. In addition the individual must comply with all other qualification criteria specified in 3.1.1 of the User Friendly Guide. In terms of land held by a community, should an individual be granted a rural subsidy and then lose the rights to his or her land, a process has been put in place whereby the person can qualify for another subsidy.

11. CONSOLIDATION SUBSIDY PROGRAMME

What is the Programme about?

The Consolidation Subsidy Programme seeks to assist households who have received serviced sites in terms of the state housing scheme instituted pre-1994. It provides for the completion of houses on the serviced sites. To enable these households to access adequate housing, a consolidation subsidy has been introduced which allows for the completion of houses on the serviced sites. Therefore, beneficiaries may apply under this Programme for further assistance to construct a house on their stands or to upgrade.

Who will be assisted?

The Programme will assist persons who:

- Are legally competent to contract (i.e. over 18 years of age or legally married or legally divorced or declared competent by a court of law and sound in mind);
- Are legal owners (in possession of relevant title deed) of state-financed vacant serviced stands.

For enquiries:

BRIAN DENTON

Director: Project and Subsidy Administration

Tel No: +27 21 483 4012

E-mail: brian.denton@westerncape.gov.za

12. ENHANCED EXTENDED DISCOUNT BENEFIT SCHEME (EEDBS)

What Is the Programme about?

The policy framework and implementation guidelines for an EEDBS were specifically formulated and implemented to support decisions made regarding the transfer of pre-1994 housing stock and is intended to stimulate and facilitate the transfer of public housing stock to qualifying occupants.

Who will be assisted?

The Programme clearly defines qualifying beneficiaries as natural persons who:

- Have a direct housing arrangement with the State;
- Have not benefited from any of the housing subsidies, housing programmes or schemes outlined in the framework;
- Have an outstanding debt with the municipality or the provincial department in terms of the framework;
- Have previously been confirmed as competent to contract or, in the case of new contracts, considered to be competent;
- Have some form of legally binding contract with the relevant authority.

For enquiries:

LIONEL ESTERHUIZEN

Director: Land and Asset Management

Tel No: +27 21 483 4444

E-mail: lionel.esterhuizen@westerncape.gov.za

13. HOUSING CHAPTERS OF AN INTEGRATED DEVELOPMENT PLAN (IDP)

What is the Programme about?

An IDP is a single, inclusive strategic plan for the development of a municipality that links, integrates and coordinates plans and takes into account proposals for the development of the municipality. The programme seeks to align resources and capacity of the municipality with the implementation of the plan and complies with the requirements of the Municipal Systems Act, 2000 (Act 32 of 2000). It is compatible with national and provincial development plans and planning requirements binding on the municipality in terms of legislation.

How to access the Programme?

The amount of funding for which the municipality will have to apply for the compilation of Housing Chapters of IDPs depends on the type of support

required. Funding will be made available to access outside capacity (appoint consultants) where dedicated capacity does not exist.

For enquiries:

RIKA VAN RENSBURG

Director: Planning

Tel No: +27 21 483 4151

E-mail: Rika.vanRensburg@westerncape.gov.za



14. HOUSING ASSISTANCE IN EMERGENCY CIRCUMSTANCES

What is the Programme about?

During the process of upgrading informal settlements, it may be necessary to temporarily re-house households while services are being installed or formal houses are being built on sites previously occupied by informal structures. Likewise it may be necessary to provide temporary housing relief to households in stress following natural or man-made disasters (eg. where settlements have been destroyed by fire or houses have been rendered uninhabitable by storms and need to be repaired). In these instances, the National Disaster Relief Fund renders the first line of Government assistance. The Emergency Housing Assistance Programme may then be used for temporary housing for disaster victims they can be provided with permanent houses.

For enquiries:

BRIAN DENTON

Director: Project and Subsidy Administration

Tel No: +27 21 483 4012

E-mail: brian.denton@westerncape.gov.za

15. RECTIFICATION OF CERTAIN RESIDENTIAL PROPERTIES CREATED UNDER THE PRE-1994 HOUSING DISPENSATION

What is the Programme about?

This Programme allows for the improvement of state-financed residential properties created through state housing programme interventions during the pre-1994 housing dispensation that are still in ownership of the public sector institution and/or that were disposed off to beneficiaries.

For enquiries:

PHILA MAYISELA

Director: Regional Support (Eden & Central Karoo District)

Tel No: +27 21 483 8789

E-mail: phila.mayisela@westerncape.gov.za

Or

ALEXIS RAUTENBACH

Acting Director: Enhanced People's Housing Process

Tel No: +27 21 483 5430

E-mail: alexis.rautenbach@westerncape.gov.za

16. OPERATIONAL CAPITAL BUDGET (OPS/CAP)

What is the Programme about?

Government has recognised a need for implementation assistance at the provincial level to achieve its housing development goals. A framework for a funding mechanism to assist provincial governments in this regard has been implemented with the express purpose of providing for the appointment of external expertise to supplement the capacity required for housing delivery.

For enquiries:

FRANCOIS DE WET

Chief Director: Management Support (CFO)

Tel No: +27 21 483 0600

E-mail: Francois.DeWet@westerncape.gov.za

WHERE CAN I FIND MORE INFORMATION ON PROGRAMMES AND SUBSIDIES?

Department of Human Settlements

27 Wale Street
Cape Town

Helpdesk

Call 021 483 8984 / 6488 / 3112 / 0611

Call Centre

0860 106 166

Website address

<http://www.westerncape.gov.za/dept/human-settlements>

Helpdesk Office Hours

07:30 to 15:00, Mondays to Fridays.

RENTAL HOUSING TRIBUNAL (RHT)



The RHT provides a free service on residential rental matters between landowners or their agents and tenants.

Formed in 2001, the Tribunal is comprised of five members (including a chair and vice chairperson) appointed by the Western Cape Provincial Minister of Human Settlements, who each have expertise in property management, housing development and consumer matters pertaining to rental housing.

The Tribunal is assisted by the support component of the Department of Human Settlements.

The Tribunal seeks to:

- Harmonise relationships between landlords and tenants in the rental housing sector;
- Resolve disputes that arise due to unfair practices;
- Inform landlords and tenants about their rights and obligations in terms of the Rental Housing Act;
- Make recommendations to relevant stakeholders.

Its objectives are:

- To promote stability in the rental housing sector in the Western Cape;
- To create mechanisms to deal with disputes in the rental housing sector;
- To facilitate, investigate, mediate and conduct hearings to resolve disputes;
- To inform landlords and tenants of their rights and obligations should unfair and unlawful practices arise.

Other types of disputes dealt with by the Tribunal include:

- Failure to adequately maintain the rental property;
- Unlawful repossession of property and unlawful evictions;
- Failure to accept notice and to vacate the premises;
- Unlawful notices to vacate;
- Unilateral changes to lease agreements;
- Failure to provide monthly statements or issue receipts;
- Unlawful seizure of possessions;
- Failure to provide municipal services;

For more enquiries:

Department of Human Settlements
Western Cape Rental Housing Tribunal
27 Wale Street
ISM Building Ground floor
Cape Town

Contact Centre: 0860 106 166
Email: Renthtrb@westerncape.gov.za
Website: <https://www.westerncape.gov.za/general-publication/rental-housing-tribunal>

Alternative contact details for enquiries

Telephone: 021 483 4970 / 6495
Fax: 021 483 3313

Department of Human Settlements

Private Bag X9083
27 Wale Street
Cape Town 8000

Tel: +27 21 483 5236

Fax: +27 21 483 2551

www.westerncape.gov.za

Afrikaans and Xhosa available on request.



**Western Cape
Government**

Human Settlements