PROVINCIAL ADMINISTRATION OF THE WESTERN CAPE

MANUAL OF THE DEPARTMENT OF LOCAL GOVERNMENT AND HOUSING COMPILED IN COMPLIANCE WITH THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) (ACT NO. 2 OF 2000)
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1. STRUCTURE OF DEPARTMENT

SECTION 14(1) (a)

- Department of Local Government and Housing
  - Directorate: Customer Relations and Communication
  - Directorate: Financial Management
  - Chief Directorate: Governance and Institutional Support
    - Directorate: Community Development and Public Participation
    - Directorate: Governance and Integration
    - Directorate: Legislation
    - Directorate: Municipal Support and Capacity Building
  - Chief Directorate: Housing Delivery
    - Directorate: Housing Project Administration
    - Directorate: Professional and Project Management Service
    - Directorate: Service Delivery and Community Empowerment
  - Chief Directorate: Municipal Infrastructure and Disaster Management
    - Directorate: Disaster Management and Fire Brigade Services
  - Chief Directorate: Municipal Infrastructure Enhancement
  - Chief Directorate: Operational Support
    - Directorate: Human Resource Management and Administration
    - Directorate: Monitoring and Evaluation
    - Directorate: Policy and Strategy
  - Chief Directorate: Planning and Development
    - Directorate: Asset Management
    - Directorate: Human Settlement Development
    - Directorate: Planning and Research

Also view the current approved structure of the department on the following website:

http://www.capegateway.gov.za/dlgh

*Please note this department is awaiting approval from cabinet to implement a new structure.
2. FUNCTIONS OF THE DEPARTMENT

Head of Department of Local Government and Housing
Functions:
1. The Promotion of effective and efficient municipalities.
2. The facilitation of municipal infrastructure enhancement and disaster management.
3. The promotion, management and co-ordination of integrated planning and sustainable human settlement development.
4. The facilitation of project administration, rendering of technical support and promotion of sustainable human settlement development for empowered communities.
5. The development of Provincial policies and strategies on Local Government and Housing.
6. The assurance of an effective and efficient financial management service within the department.
7. The rendering of an administrative and operational service.

Chief Directorate: Planning and Development
Functions:
1. The management and co-ordination of asset planning and property management
2. The facilitation and management of strategic planning and related research
3. The facilitation, promotion, co-ordination and planning of emergency housing upgrade and settlement development

Directorate: Asset Management
Functions:
1. The strategic management and co-ordination of asset property planning and management
2. The management and maintenance of housing properties

Asset Property Planning
1. The maintenance and management of the Western Cape property register
   - Managing of the Property Register
   - The endorsement and issuing of certificates
2. The strategic administration, disposal and acquisition of the Western Cape Housing Assets
   - Pre-sales:
     a. The performing of marketing
     b. The handling of sales of Western Cape Housing properties and the checking of title deed stipulations
     c. The administering of the pre-emptive rights process
     d. The maintaining and updating of valuations
     e. The handling of general land administration transactions (e.g. subdivisions, rezoning, servitude and planning aspects)
   - Post-sales
     a. The gathering a and updating of statistics regarding property transfers
b. The handling of land availability agreements

**Housing Property Management**

1. The administration of loans and the maintaining properties
   - The managing of maintenance services with regard to rental units and cleaning services with respect to vacant erven
   - The administration of loans
2. The administration of leases

**Directorate: Human Settlement Development**

**Functions:**

1. The promotion and facilitation of integrated and sustainable social housing environments
2. The promotion of integrated and sustainable settlement post land restitution
3. The co-ordination and facilitation of settlements upgrading
4. The promotion and facilitation of settlement development

**Social Housing Development**

1. The promotion and facilitation of social housing
2. The assistance in the preparation of plans, business plans and identification of suitable land
3. The promotion of integrated social housing development
4. The monitoring and evaluation of the status of social housing initiatives
5. The liaison with and co-ordination of other departments and local governments

**Post Restitution Development**

1. The co-ordination of post settlement development
2. The providing of guidance to claimant communities in liaison with municipalities and other stakeholders.
3. The promoting of sustainable development in relation to the local economy, social equity and ecological environment

**Settlement Upgrading**

1. The co-ordination and management of emergency housing programmes.
   - The co-ordination of emergency/disaster situations and relief.
   - The assisting in the preparation of plans, business plans and identification of suitable land.
   - The promotion of integrated housing development.
   - The monitoring and evaluation of the status of human settlements.
2. The promotion and facilitation of upgrading of informal human settlements.
   - The promotion of the upgrading of informal settlements
   - Assisting in the preparation of plans, business plans and identification of suitable land.
   - The promotion of integrated housing development.
   - The monitoring and evaluation of the status of human settlements.
• The management of the Human Settlement Redevelopment Programme (HSRP)

**Settlement Development**
1. The promotion and facilitation of integrated and sustainable human settlements.
   • The promotion and facilitation of social and medium density housing
   • The assistance in the preparation of plans, business plans and identification of suitable land
   • The promotion of integrated housing settlement.
   • The monitoring and evaluation of the status of human settlements
   • The management of the Human Settlement Redevelopment Programme (HSRP)
   • The liaison with and co-ordination of other departments and local governments.
   • The administration and transformation of Act 9/1987 Rural Areas.

2. The management of lawful settlement.
   • The monitoring of unlawful occupation of Western Cape Housing Properties.
   • The performing of field activities regarding assets.

**Directorate: Planning and Research**

**Functions:**
1. The facilitation and execution of strategic planning
2. The performing of related research, and assistance with policy and legal related issues.
3. The advice and supporting of municipalities on integrated development planning and performance management.

**Strategic Planning**
1. The preparation and updating of the provincial Housing Plan.
2. The monitoring of the achievements of the Department in terms of the provincial housing plan.
3. The aligning of the provincial housing plan with municipalities, PSDF, IDP’s and national housing policy.
4. The completion and co-ordination of strategic plans and annual and quarterly report and budget statements.

**Research**
1. Initiate and promote research
2. Initiate action research and investigation.
3. Conduct research regarding inter-government reviews and policy assistance.
4. Conduct research regarding housing issues.

**Chief Directorate: Housing Delivery**

**Functions:**
1. The administering of housing projects and subsidy administration.
2. The rendering of a professional development advice service regarding human settlement development.
3. The promotion and management of economic empowerment and capacity building.

Directorate: Housing Project Administration
Functions:
1. The managing of provincial housing project administration and approvals.
2. The managing of provincial housing subsidy administration.

Housing Project Approval
1. The management of housing project applications.
   - The processing of project applications.
   - The interaction with municipalities.
   - The preparation of submissions.
   - The management of the database of all projects.
   - The management of duties pertaining to “phase one” loans and the Phasing Out Programme.
   - The promotion and facilitation of housing projects.
2. The conclusion and management of contracts.
   - The management of housing development contracts.

Housing Subsidy Administration
1. The administration of the subsidy and payment module of the Housing Subsidy System (HSS).
   - The administration of the subsidy and payment module of the Housing Subsidy System (HSS).
   - The processing of housing subsidies and payment claims.
   - The management of subsidy queries and information requested by clients.
2. The receiving and registering of subsidy applications.
   - The receipt and registration of subsidy applications

Directorate: Professional and Project Management Service
Functions:
1. The rendering of a building support service
2. The rendering of an architectural service with regard to construction, building methods and norms.
3. The rendering of a design technical support services with regard to housing and building related projects.
4. The rendering of an engineering and project management support service.
5. The rendering of a building inspection support service.
6. The rendering of a technical advice and support service.

Directorate: Service Delivery and Community Empowerment
Functions:
1. The promotion and management of Economic Empowerment of communities and emerging contractors of housing as an asset.
2. The co-ordination and management of capacity building programmes for local governments, NGO’s and communities.
3. The promoting and management of the People’s Housing Process (PHP).

**Economic Empowerment**
1. The promotion of broad based Black Economic Empowerment.
2. The promotion and facilitation of Local Economic Development.
3. The promotion and co-ordination of emerging economic entrepreneurs, including women and the disabled.
4. The promotion of housing as an asset.

**Capacity Building**
1. The Development and maintenance of the Provincial Housing Skills Development Plan.
2. The development and management of Capacity Building business plans.
3. The co-ordination of Capacity Building supporting municipalities, communities and NGO’s.
4. The co-ordination housing consumer education.
5. The professionalisation of the housing officials.

**People’s Housing Process**
1. The facilitation of workshops.
2. Setting up of social compacts.
4. The verifying of claims and payments.
5. Managing and supporting of PHP projects.
6. Monitoring of assets acquired by way of establishment grant funding.
7. The monitoring of facilitation and establishment grants.
8. The rendering of a technical support service to PHP projects.

**Project Performance Assessment**
1. The overall monitoring and reporting of performance of all Provincial housing projects.
2. Reconciling of actual performance and expenditure.
3. The investigating and reporting on problem projects, recommending interventions to unblock problems.
4. The finalizing of completed projects.
5. The monitoring and reporting on municipalities’ performance in terms of business plan projections.

**Chief Directorate: Governance and Institutional Support**
**Functions:**
1. Promote good governance and effective inter- and intra government integration.
2. Monitor the overall wellness/viability of municipalities and provide management and specialized support.
3. Ensure legislative clarity by providing guidance and support to the Department and municipalities.
4. Manage, facilitate, co-ordinate and secure the community development workers programme effectively and efficiently in the Western Cape Province.

**Directorate: Governance and Integration**

**Functions:**
1. Coordinate the urban and rural development programmes and manages other developmental interventions.
2. Develop and maintain effective inter- and intra government integration and communication.

**Urban and Rural Development**
1. Co-ordinate urban renewal programmes.
2. Co-ordinate rural development programmes.
3. Manage other development interventions.

**Intergovernmental Relations**
1. Develop and maintain effective inter-government relations
2. Develop and maintain effective intra-government relations
3. Develop and maintain a system for responding to public relations

**Integrated Development Planning and Performance Management**
1. Provide IDP Support to provincial departments and municipalities.
2. Support municipal performance management.

**Directorate: Monitoring and Support**

**Functions:**
1. Develop and maintain a system to monitor the overall wellness of municipalities.
2. Provide and facilitate specialized support to municipalities, including support interventions, but excluding section 139 interventions.
3. Provide support to municipalities to strengthen their capacity.
4. Provide effective and efficient broad based management support to municipalities.
5. Monitor municipal compliance with the property rates act.

**Local Government Monitoring**
1. Monitor municipal transformation.
2. Monitor municipal viability.
3. Develop and maintain information and monitoring systems.
4. Monitor municipal audit reports.
5. Monitor and evaluate the compilation of municipal budgets and financial statements.

**Specialized Support**
1. Facilitate the process when multi-faceted support involving various role-players is needed.
2. Assist municipalities with informal support if institutional and/or financial deficiencies occur.
3. Assist with discretionary interventions in terms of the Municipal Finance Management Act (MFMA)
4. Assist the Provincial Treasury with mandatory interventions in to the MFMA

**Municipal Capacity**
1. Ensure the facilitation and the co-operation of municipal capacity building interventions.
2. Manage and implement councillor development and municipal management development programmes.

**General Management Support**
1. Provide municipalities with pro-active management support in order to ensure compliance with financial management legislation, regulations and policy frameworks.
2. Provide municipalities with practical guidance, support and consulting services in respect of introduction, implementation, maintenance and accounting of free basic services.

**Valuations and Property Rates**
1. Monitor the implementation and compliance with valuation and property rate legislation by municipalities.
2. Provide support to municipalities with the implementation and compliance of legislation
3. Execute provincial statutory responsibilities with regard to the valuation ordinance of 1944 & property ordinance of 1933.

**Directorate: Legislation**

**Functions:**
1. Provide support to the Department and municipalities to ensure legislative clarity.
2. Develop provincial local government legislation.
3. Administer councillor and transitional land matters and co-ordinate interventions.

**Legislation Support**
1. Assist municipalities with advice on legislation.
2. Provide assistance in preparing and administering of by-laws and standard by-laws.
3. Maintain the institutional integrity on municipalities.
4. Assist with processes regarding new legislation and amendments to legislation.
5. Administer a legal resource centre.

**Legislation Development**
1. Assess current legislation.
2. Develop policy and draft legislation.

**Councillor Matters and Interventions**
1. Performing legal obligations pertaining to councillor matters.
2. Administer specific transactional land matters.
3. Co-ordinate and ensure legislative compliance during provincial interventions in municipalities.

**Directorate: Community Development**

**Functions:**
1. Manage, co-ordinate, facilitate and assist the community development workers.
2. Ensure that proper mechanisms for public participation are in place

**Region Co-ordination**
1. Co-ordinate and manage the community development programme in the region.
2. Consult with community / community structures with regard to service delivery.
3. Initiate, co-ordinate and manage an information system with regard to leadership programmes

**Community Participation**
1. Assist municipalities with planning, formulating, approving and implementing public participation mechanisms.
2. Establish and maintain effective ward committees.
3. Assist municipalities with guidance, advice and capacity building for effective ward committees.
4. Monitor and evaluate ward committees.

**Chief Directorate: Municipal Infrastructure and Disaster Management**

**Functions:**
1. Promote effective provision of municipal infrastructure.
2. Promote the development, implementation and maintenance of effective disaster management and fire brigade services

**Directorate: Municipal Infrastructure Enhancement**

**Functions:**
1. Provide electrical services to municipalities through national and provincial driven programmes.
2. Provide civil services to municipalities through national and provincial driven programmes.
3. Plan infrastructure and facilitate technical inputs for MSP, LED and IDP programmes.

**Electrical Engineering Infrastructure**
1. Render electrical engineering and technical support to municipalities.
2. Implement capacity building programmes.

**Civil Engineering Infrastructure Regions**
1. Render civil engineering and technical support to municipalities.
2. Implement capacity building programmes.

**Infrastructure Planning**
1. Develop and maintain a geographical information system.
2. Provide technical design support to municipalities.
3. Develop capacity building programmes.
4. Provide technical inputs and support for MSP, LED and IDP programmes.

**Directorate: Disaster Management and Fire Brigade Services**

**Functions:**
1. Mitigation of the severity of disasters.
2. Preparedness for and response to disasters.
3. Co-ordination of disaster recovery.
4. Co-ordination of the fire brigade services.

**Mitigation**
1. Execute risk and vulnerability analyses.
2. Compilation and maintenance of mitigation and prevention strategies.
3. Develop standardized awareness programmes.
4. Develop capacity building programmes.
5. Develop and co-ordinate community structures.

**Preparedness**
1. Develop and maintain a provincial disaster plan.
2. Develop and maintain a provincial contingency plan.
3. Evaluate disaster plans.
4. Arrange disaster management exercises.
5. Manage the provincial disaster management centre.
6. Provide a secretariat service to statutory structures.

**Disaster Recovery**
1. Co-ordinate relief.
2. Manage relief funds.
3. Co-ordinate disaster rehabilitation.

**Fire Brigade Services**
1. Monitor the level of fire brigade services.
2. Administer support grants to fire brigade services.
3. Co-ordinate fire fighting emergency plans.
4. Administer investigations of the category of authorized persons.
5. Provide a secretariat to statutory structures.

**Directorate: Policy and Strategy**

**Functions:**
1. The formulation of provincial local government and housing policy.
2. The development of strategies and support municipalities in the application thereof.
Policy
1. The co-ordination and management the formulation of provincial housing policy and regulations.
2. The representation of the Department on National forum.
3. Advising on policy development.
4. The establishing and maintaining of information management

Strategy Support
1. The development, review and maintain provincial policies and strategies.
2. The providing of support on policy and strategic matters.
3. The providing of support and advice on developmental local government.
4. The supporting of municipalities with human rights programmes.

Directorate: Financial Management
Functions:
1. The assurance of effective budget administration in the Department.
2. The management of effective departmental accounting services.
3. The management of all procurement and provisioning services.
4. The rendering of support on transversal financial matters.
5. The assurance of systems of financial risk management and internal control.

Management Accounting
1. The management of budget administration.
   • The compilation and monitoring of the budget.
   • The management of the MTEF-process.
   • The management of the Strategic Plan.
   • The maintenance of the Budget on the Basic Accounting System (BAS).
2. The enforcement of revenue and expenditure control.
   • The control of revenue and expenditure.
   • The management and monitoring of revenue and expenditure.
   • The compilation of yearly appropriation statements.
   • The compilation of annual reports.
3. The assurance of effective trust account management and manage debt collection.
   • The assurance of effective trust account management
     a. The reconciliation of trust accounts and account administration.
     b. The reconciliation of all moneys in terms of individual, consolidated, PHP, institutional subsidies and royalties.
     c. The managing of transfers, bank statements and reconciliation of schedules.
     d. The reconciliation of moneys held in trust account with banks.
     e. The monitoring and co-ordination of moneys received from conveyancers and royalties.
   • The handling of aspect relating to debt collection.
Financial Accounting
1. The rendering of effective banking services and salary administration.
   - The managing of departmental banking matters (reconciliation and interface).
   - The rendering of cashier services.
   - The managing of salary related matters.
   - The reconciliation of BAS/Persal (interface).
   - The ensuring of the effective management of ledgers and accounts.
   - The ensuring of effective management of payroll control.
   - The managing of In-service Debtors.
   - The managing of personnel matters (directorate).
   - The managing of Tax related issues.
   - The assurance of the effective management of the BAS, Logis, Debtor system.
   - The assurance of the effective management of general ledgers and accounts.
2. The ensuring of effective bookkeeping.
   - The effective management of creditors/debtors.
   - The reconciliation of BAS, Debtor System, LOGIS (interface).
   - The handling of External Debtors (Departmental).
   - The handling of miscellaneous payments.
   - The capturing and authorization of payments on BAS/LOGIS.
   - The clearance of ledger accounts.
   - The pre-checking of documentation.

Supply Chain Management
1. The provisioning of bid administration.
   - The formulation and administration of policies related to supply chain management.
   - The rendering of a secretariat service to the Bid Committee.
   - The handling of tenders.
   - The establishing and maintaining of supplier database.
   - The provisioning of helpdesk services.
2. The provisioning of procurement and provisioning services.
   - The purchasing, receiving, issuing and storing of stock.
   - The handling of contracts administration.
   - The handling of rental agreements.
   - The provisioning of a maintenance service.
3. The provisioning of departmental asset management.
   - The management of inventory administration (including IT equipment).
   - The management of IT licenses.
   - The reconciliation of consumables/LOGIS.
   - The disposal of assets.

Transversal Support
1. The collating of information and making of recommendations to the Chief Financial Officer (CFO).
2. The Rendering of specific transversal CFO initiatives.
Risk Management and Internal Control
1. The ensuring of financial risk management.
   - The ensuring and compliance with the risk management plan.
   - The ensuring and compliance with the fraud prevention plan.
   - The ensuring of loss control.
2. The ensuring of norms and standards for internal control.
   - The ensuring that control measures for processes, payments, income and inspections are in place and maintained.
   - The formulation and administration of financial policies, instructions and delegations regarding inspections.
   - The post-checking of documentation.
   - The performing of investigations regarding systems, projects, etc.
   - The co-co-ordinating of audit queries.

Chief Directorate: Operational Support
Functions:
1. The promotion of customer relations to the Department and to render an effective communication service.
2. The rendering of human resource management and general services.
3. The rendering of an administrative, strategic and executive support service.

Directorate: Customer Relations and Communication
Functions:
1. The management of communication and special projects for and in the department.
2. The rendering of a support service to the Rental Housing Tribunal.

Communication and Special Projects
1. The promoting of communication services of the Department and to render effective liaison services.
   - The development and maintenance of the Department's Web page.
   - The management of internal communication.
   - The management of external communication.
   - The performing of functions of the Language Unit.
   - The provision of housing information.
   - The processing and distribution of annual reports, etc.
   - The organization of information sessions.
   - The provision of printed materials e.g. brochures, posters, etc.
   - The dealing with ministerial enquiries.
   - Arranging of site visits for Minister and other dignitaries.
   - Rendering of a support service to the Ministry Advisory Panel. (Secretariat)
2. The rendering of a helpdesk service to clients.
   - The management of queries and information requested by clients.
3. Ensuring of the implementation of human rights policies, strategic and related special projects.
   - The co-ordination and monitoring of the implementation of:
- HIV/Aids
- Youth
- Disability
- Gender
- and related policies and strategies.

- The handling of special projects (e.g. aids, gender).
- The co-coordinating of the Employee Assistance Programmes.

**Rental Housing Tribunal**
1. The performance of inspections.
2. The rendering of a secretariat service.
3. The rendering of a co-coordinating and liaison service.
4. The rendering of general administrative support services.
5. The mediation of disputes.
6. The promotion and support of rental housing information offices.

**Directorate: Human Resource Management and Administration**

**Functions:**
1. The promotion of human resource management.
2. The managing human resource development and transformation.
3. The rendering of record management services
4. The rendering of transport, registry and general support services.

**Human Resource Management**
1. The planning and management of human resources.
   - The management of establishment matters.
   - The appointment (contract) and equity of personnel.
   - The recruitment and selection of personnel.
   - The rendering of the PERSAL controlling functions.
2. The management of personnel administration.
   - The rendering of service benefits administration.
   - The furtherance evaluations and merits.
   - The rendering of condition of service.
   - The rendering of personnel registry.
   - The application and maintenance of policy aspects.
3. The planning and management of human development.
   - The establishment of departmental labour relations policies.
   - The co-ordination of conduct determination, collective bargaining and industrial relations.

**Development and Transformation Development**
1. The planning and management of human development
   - The development of Human resources (training)
   - The management of the skills development of personnel
   - The management of committees and annual reports
   - The co-ordination of training and development interventions
2. The handling of policy and transformation matters.
   - The promoting of employment equity (EE)
   - The facilitating of the Employee Assistance Programme (EAP)
• The driving of Batho Pele principles in the Department.
• The handling of transformation matters.
• The handling of special projects (e.g. Aids, gender)(internal)

Record Management
1. The assurance that record keeping effectively meets the department’s objectives.
   • The effective management of information contained in records.
   • The retrieval of information.
   • The keeping of record in safe custody.
2. The rendering of effective registry and messenger services.
   • The rendering of a record management service.
   • The rendering of registry services.
   • The rendering of messenger services.

General Support
1. The handling of transport services
   • The handling of transport officer duties.
   • The handling of departmental transport policy.
   • The rendering of a chauffeur service.
2. The handling of all general office services.
   • The co-ordination of cleaning and food services.
   • The co-ordination of telecom phone services.
   • The rendering of typing services.
   • The handling of accommodation issues and general support services.
   • The rendering of a secretariat services to the DITCOM.
3. The co-ordination of health and safety issues.
   • The co-ordination of occupational health and safety issues
   The co-ordination of safety, health and environmental policy aspects
   and services.

3. CONTACT DETAILS OF DEPUTY INFORMATION OFFICER

SECTION 14(1)(b)

Mr S Moolman
27 Wale Street/Private Bag X9083
CAPE TOWN
Tel: 021 – 483 4564
Fax: 021 – 483 3958
Email: stmoolma@pgwc.gov.za
4. GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT
SECTION 14(1)(c)

The guide on how to use the Promotion of Access to Information Act, 2000, will be available from the South African Human Rights Commission by no later than August 2003. Queries can be made at:

South African Human Rights Commission
PAIA Unit
The Research and Documentation Department

Postal address: Private Bag 2700
Houghton
2041

Telephone: 011 – 484 8300
Fax: 011 – 484 1360
Website: www.sahra.org.za
E-mail: PAIA@sahra.org.za
5. RECORDS
SECTION 14(1) (d)

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

- Provincial Housing Legislation
- Departmental Financial delegation
- Reports on housing matters
- Upgrading of informal settlements
- Councils
- Housing and Local Government related committees and conferences
- Publicity and marketing
- Development and related Support
- Specific Western Cape Department Local Government and Housing properties projects
- Tenders and Contracts relating to housing
- Acquisition of goods and services
- Renting and disposal of Western Cape Department Local Government and Housing properties
- Maintenance of Western Cape Department Local Government and Housing properties
- Inhabitants of Act 9/1987 Rural Areas
- Properties and Erven in Act 9/1987 Rural Areas
- Planning and development in Act 9/1987 Rural Areas
- Housing Subsidies
- Hostels Redevelopment
- Hearings of Rental Housing Tribunal
- Debtors of the Western Cape Department Local Government and Housing properties
- Legislation
- By-laws
- Legal opinions in respect of local government
- Councillor remuneration
- Code of Conduct for Councillors
- Commissions / Committees of investigation
- Litigation
- Questions in the Legislature
- Disaster Management
- Civil Protection Organisation
- First Aid and Evacuation Emergency Plans
- Emergency Planning
- Fire Prevention
- Valuation Courts / Boards
- Valuation Appeal Boards
- Legal actions against or by a Valuation Appeal Board
- Interim Valuations
- Monitoring and Reporting : Valuation Quality
- Levy on Property Tax
- Local Government Development
- Integrated Sustainable - Rural Development
- Urban and renewal development
• National strategy for capacity development
• Transformation
• Municipal Demarcation
• Local Government Elections
• Performance Management
• Research
• Local Economic Development Fund
• Communication
• Social Development Funds
• Equitable Share
• Project viability
• Budget
• Audit Enquiries
• Revolving Fund
• Consilidation Fund
• Financial statements of local government

5.2 RECORDS AUTOMATICALLY AVAILABLE
SECTION 14(1) (e)

No formal notice has been published regarding the categories of records within the department that are automatically available to the public without a person having to request access in terms of the procedures provided for in the Promotion of Access to Information Act. Herewith a list of such records:
<table>
<thead>
<tr>
<th>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000</th>
<th>MANNER OF ACCESS TO RECORDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Allocation of “Sourcelink” Tenders</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Record Manager, 27 Wale Street, Private Bag X9083, Cape Town</td>
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<tr>
<td>(b)</td>
<td>Approved housing policy documents</td>
</tr>
<tr>
<td>(c)</td>
<td>Provincial Housing legislation</td>
</tr>
<tr>
<td>(d)</td>
<td>Circular minutes on housing</td>
</tr>
<tr>
<td>(e)</td>
<td>Subsidy application forms</td>
</tr>
<tr>
<td>(f)</td>
<td>Lists of project applications received</td>
</tr>
<tr>
<td>(g)</td>
<td>Lists of housing projects under construction</td>
</tr>
<tr>
<td>(h)</td>
<td>Western Cape Housing Development Board resolutions (only to parties involved)</td>
</tr>
<tr>
<td>(i)</td>
<td>Subsidy beneficiary details (only to parties involved)</td>
</tr>
<tr>
<td>(j)</td>
<td>Budget speech</td>
</tr>
</tbody>
</table>

Copies of these records may be obtained on payment of the prescribed fee from the Record Manager, 27 Wale Street, Private Bag X9083, Cape Town.

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<tr>
<td>(k)</td>
<td>Regulations published in terms of the Rental Housing Act, 1999 (Act 50 of 1999)</td>
</tr>
<tr>
<td>(l)</td>
<td>Case files of the housing tribunal (only to parties involved)</td>
</tr>
<tr>
<td>(m)</td>
<td>Findings of Rental Housing Tribunal</td>
</tr>
<tr>
<td>(n)</td>
<td>Debtor accounts (only to the parties involved)</td>
</tr>
</tbody>
</table>

Copies of these records may be obtained on payment of the prescribed fee from the Ministerial Liaison Officer, 27 Wale Street, Private Bag X9083, Cape Town.

Copies of these records may be obtained on payment of the prescribed fee from the Record Manager, 27 Wale Street, Private Bag X9083, Cape Town.
(o) Annual reports of the -
- Department of Local Government and Housing
- Western Cape Rental Housing Tribunal
(p) Strategic Plan
(q) Budget (Gazetted)
(r) Index list of municipal by-laws
(s) Provincial policy documents

Copies of these records may be obtained on payment of the prescribed fee from the Record Manager, 27 Wale Street, Private Bag X9083, Cape Town.

### 5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act. (Government Notice R223 of 9 March 2001)

- A request fee in the amount of R35-00 is payable before the request will be processed.

- Provision is made on the afore-mentioned Form for the requester to indicate whether he/she wants a copy of the record or merely wants to scrutinise same.

- The Form also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate same.

- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the department or for practical reasons access cannot be given in the required form or medium.
• A request fee is payable should the requester for instance need copies of the requested record. In certain instances, a requester may also be requested to pay a deposit. A requester may lodge an internal appeal against the payment of these fees. The fee payable with regard to an internal appeal is R50,00. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.

• In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.

• Access to a record will be withheld until all applicable fees have been paid.

• Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.

• If a requester is unable to read or write, or cannot because of a disability complete the Form, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO PUBLIC
SECTION 14(1) (f)

• Approval of housing subsidies

• Lease of Western Cape Department Local Government and Housing properties
• Sale of Western Cape Department Local Government and Housing properties

• Issuing of Deeds of Grant in terms of Act 9/1987 Rural Areas

• Dealing with subdivisions in terms of Act 9/1987

• Township registration in terms of Act 9/1987 and Act 113/1991

• Rezoning and closure of streets and public places in terms of Act 9/1987 Rural Areas

• Settlement of disputes between landlords and tenants of residential properties

7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS

SECTION 14(1) (g)

• In most instances legislation prescribes the procedures for making matters known and for public participation.

• Notification in the media, such as the Provincial Gazette, provincial newspapers and local/community newspapers.

• Workshops with concerned and affected groups.

• Notification on the Department’s website.

• Manuals and guideline documents are sometimes drafted and distributed.
8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURES TO ACT
SECTION 14(1) (h)

Legislation applicable to the department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision is made for such procedure, a court may be approached for an appropriate order.