

Who is in charge?



The Department is led by the Western Cape Minister of Human Settlements, **Mr Bonginkosi Madikizela** (left). He is an elected politician appointed as the executive authority of the department.



The Head of Department (HOD) is **Mr Thando Mguli** (right), an appointed public servant who is selected to implement the programmes of the department. Mr Mguli is also the Accounting Officer for the department.

Strategic Goal of the Department

To ensure its strategic goal of “enabling a resilient, sustainable, quality and inclusive living environment”, the Department is pursuing a three pronged approach consisting of;

- Partnerships to increase the affordable housing opportunities
- Upgrading of informal settlements
- Prioritizing the most vulnerable in the provision of housing opportunities.

Achievements 2015/2016

During the financial year under review, the Department exceeded its housing targets, according to the reporting requirements of the Auditor General.

Deliverable	Target	Delivered
Housing Units	10 240	11 604
Serviced Sites	6 277	6 289
Other housing opportunities (such as Community Residential Units (CRU) upgrades, Rectification)	735	852
TOTAL	17 252	18 745

In addition, the Department has achieved on all its strategic goals set out for the 2015/16 financial year:

- Achieved a Level 4 Management Performance Assessment Tool (MPAT) rating that indicates the Department is compliant and doing things smartly.
- Capacitated 25 municipalities against a target of 12 and approved 23 projects, which are aligned to the Integrated Development Plan (IDPs), provincial and national strategic objectives, against a target of 16.
- Developed a research paper regarding implementing provisions for serviced sites in the FLISP programme and conducted a study to enhance the Western Cape Housing Demand Database (WCHDD).
- Land Availability Agreements (LAA's) have been entered into with a provisions number of developers, to release approximately 132 hectares of land for human settlement development.
- Developed partnerships with the private sector such as financial institutions, retail companies and others to harness opportunities and enhance affordable housing.
- Significant progress has been made in catalytic and priority projects. An estimated yield of 108 847 units will be completed by 2022.

Our Budget

The budget for 2015/2016 was R2 210 713 000 (R2.21 billion) for all programmes. R177 003 000, or 8.0% of the budget, was spent on salaries for 517 employees remunerated during the financial year. This means that R 1.95 billion was spent directly on delivery of human settlements services.

Programme Expenditure (R'000)	Personnel Expenditure (R'000)	Training Expenditure (R'000)	Goods & Services (R'000)	Personnel expenditure as a % of total expenditure
2 210 713	177 003	1 708	78 152	8.0

Who are our staff members?

The Department of Human Settlements always strives to increase its service delivery to the citizens of the Western Cape through its workforce. The Department currently has 454 staff members that serve in different directorates within the department.

There are 222 males and 232 females. The department has 255 Coloureds, 116 Africans, 76 Whites and 7 Indians. There are also 6 people with disabilities on our staff establishment.

The staff compliment consists of chief directors, directors, deputy directors, assistant directors, technicians, engineers, project managers, architects, inspectors, administrators, drivers, cleaners etc. All of these people contribute to the success and achievement of the Department.

The work of our staff is always recognised in the Provincial and National Public Service awards, and has won various awards.

The Rental Housing Tribunal

The Rental Housing Tribunal (RHT) has two main channels through which citizens can make enquiries, namely: the Contact Centre and the Walk-In Centre at 27 Wale Street.

During the first six months of this financial year, the RHT received 2085 enquiries through the Walk-In Centre and 4325 enquiries through the Contact Centre. The number of cases registered for this period at the RHT came to 2124. The number of cases resolved was 2271. Particular cases were as a result of rollovers from the previous financial year.

The RHT had a very successful first six months and also received a Merit Award at the Govan Mbeki awards.

Western Cape Human Settlement Framework

In terms of the Department's strategic goal, it has embarked on a Western Cape Human Settlement Framework, which will be a key decision making document. The Framework will inform and guide sustainable integrated human settlements in the Province, while exploring innovative solutions.

This study is aimed at improving, planning and developing a more nuanced understanding of demand both provincially and at a municipal level. This research, will feed into the development of a long term Human Settlements Framework.

During the 2015/16 financial year, the Department commenced with the Framework and conducted a study on 120 informal settlements to prioritise the delivery of basic services.

Linking to the Department's strategic goal, it has contributed to the Better Living Model and has made R197 million available over a three year period for the Conradie housing project. This project focuses on spatial integration of societies and will therefore be a mixed use development, with space allocated for 'Live, Work, and Play'.

Sanitation and Access to Basic Services

The Provincial Minister of Human Settlements, Mr Bonginkosi Madikizela has said, time and again, that one of the reasons for service delivery protests across the country is that people do not have access to basic services such as proper roads, water, sanitation and refuse removal. In order to remedy the situation, the department is also delivering basic services to the citizens of the province. For example, in areas such as KTC, Barcelona and Lusaka in the City of Cape Town and elsewhere in the province, people have been provided with toilet facilities, water and electricity so that while plans to build them proper accommodation are being implemented, they are granted a dignified waiting period.

The Department achieved a clean audit in 2015/2016, and also moved from a qualification of the Western Cape Housing Development fund in 2014-2015 to an unqualified audit report in 2015/2016.

What do we do for our citizens?

Enhanced People's Housing Process (EPHP)

The programme assists beneficiaries who wish to enhance their homes by contributing towards the building of their own homes. EPHP projects are found across the Province, ranging from the municipalities of the West Coast, to the City of Cape Town, Drakenstein, Overberg and all the way to Bitou.

Enhanced Extended Discount Benefit Scheme (EEDBS)

The programme is aimed at using a housing subsidy to clear the debts of people who have purchased council housing stock. With the clearing of the debt, the houses are transferred from council to the qualifying occupants of those houses. The suburb of Athlone, in the City of Cape Town, is an example of an area where the department is active in transferring council property to qualifying occupants.

Rectification of residential properties financed by government

The programme facilitates the renovation or complete reconstruction of residential properties financed by the State. These are houses that have been severely compromised structurally, or are unfit for human habitation. Malmesbury, in the West Coast Municipality, is one of the areas where the department has rectified houses.

Farm Residents Housing Assistance Programme

This programme addresses a wide variety of housing needs for people working and living on farms.

Individual Subsidy Programme

The programme provides beneficiaries with access to state assistance where qualifying households wish to acquire an existing house or a vacant stand linked to a building contract.

Community Residential Units (CRU)

The programme facilitates the provision of secure and stable rental tenure for lower-income households or persons. This programme is currently being implemented.

Access to Basic Services (ABS)

The department provides funding and capacity support to municipalities in order that they may provide water and sanitation to informal settlements all over the Province. From Makhaza in Khayelitsha, to Ramaphosa in George, municipalities are providing basic services to our people.

Provision of serviced sites

One of the things that the department identified at an early stage was that one of the major causes of strikes and unrest in the townships is not the lack of houses, but the lack of basic services. To address this, the department took a decision to prioritise serviced sites over top structures in order for those who are still waiting for houses to wait in dignity with access to basic services.

Provision of Title Deeds

One of the strategic goals of the Department of Human Settlements is to 'inculcate a sense of ownership' among housing beneficiaries. We do this by ensuring that the citizens of the province have security of tenure for their properties as quickly as possible after they move into them, or even better, when they move in. When this administration took over in 2009, there was a backlog of over 86 000 title deeds. The department has reduced that to 55 000, and in the current financial year alone we have handed out 7 680 title deeds against a target of 5 000.

Delivery Record for Each Program

Delivery	Target 2015/2016	Achievement 2015/2016
Number of new houses completed across the housing programmes.	10 240	11 604
Number of service sites completed across the Province.	6 277	6 289
Other opportunities target.	735	852
Number of debtors reduced.	710	1 224
Number of municipalities capacitated (trained) in human settlement development.	12	25
Human Settlement development projects based on IDP's, National and Provincial priorities approved.	16	23
Number of research papers completed.	2	2
Number of provision of title deeds completed.	5 000	7 680
Number of Peoples Housing Project units.	2 507	4 345
Number of social and renting housing opportunities completed.	400	342
Number of housing units rectified after 1994.	479	276
Number of new serviced sites connected to basic water and sanitation as part of the Integrated Residential Development Programme (IRDP).	3 338	4 460
Number of houses completed through the Integrated Residential Development Programme (IRDP Phase 4).	6 676	6 401
Number of houses delivered through the Institutional Subsidy Programme.	130	127
Number of houses delivered through the Community Residential Units Programme (CRU).	402	527
Number of existing units refurbished and upgraded under the CRU Programme.	256	576

Contact details

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