

# GETTING TO KNOW THE HDA

Each month, we introduce you to some of the team members of the Housing Development Agency who make the work of delivering quality housing projects possible. This month, we speak to Phumlani Mbulawa, Development Manager for Western Cape Projects at the HDA to learn about his work at the HDA and in the Western Cape at large.

## What does your job involve?

I control all the material aspects of projects and work with Project Managers for all projects within the Western Cape to ensure that projects are achieved within scope, quality and cost.

## What does a typical day in your work look like?

I can, for example, have a projects meeting in the morning with a Project Manager to develop a work plan to react to what's going on on the ground. As a team, we constantly submit weekly, monthly and quarterly reports with action items and priorities that we have to achieve. I also keep an eye on all aspects of the project to ensure that the delivery pipeline in terms of planning, and packaging to implementation and close-out is constantly moving.

## What are some of the challenges you face on a daily basis?

There's never enough time. I don't necessarily see this as a problem but I always

To find out more about the HDA, or for more information about any article in this newsletter, Contact the HDA on 021 481 2900.

## USEFUL CONTACT NUMBERS

### Emergencies:

When a life or property is threatened:	107 from a (landline) OR 021 480 7700 (cell phone)
Fire Department (General information):	021 590 1900
The Housing Development Agency Helpdesk:	021 481 2900
City of Cape Town matters:	0860 103 089
Eskom Customer Care:	0860 037 566
Western Cape (WC) Government (general enquiries):	0860 142 142
WC Social Development Hotline:	0800 22 0250



Phumlani Mbulawa, Development Manager: Western Cape Projects, HDA

have a customer based approach to how I deal with things. People in need of housing are my clients. When our clients have complaints, we look into the issue to find out what the problem may be, tell the client honestly what may need to be done and see what processes can be followed to solve it.

## What is the development plan for the Western Cape for the next five years?

Although our core mandate is the delivery of units, we also have a mandate to identify and release land, whether publicly or privately owned, for the development of human settlements. We also have a role in what are called catalytic projects where we are the programme managers and coordinators and are now moving on to not only delivering units but now shifting toward developing sustainable human settlements through partnerships with both public and private sector entities.

## What would you like to say to the communities that the HDA serves?

We have offices within the areas where our projects are running and have an open door policy for community members to come and speak to us. As the President said, we are working in the spirit of "Thuma mina". We are here to serve and to put people first.



HOUSES • SECURITY • COMFORT



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# N2 GATEWAY

## Community Newsletter



Delft Home Beneficiary receives her Title Deeds from Human Settlements Minister Nomaindia Mfeketo

The new Minister of Human Settlements, Nomaindia Mfeketo, on Wednesday 9 May handed over 2 000 title deeds to housing beneficiaries of the N2 Gateway Project in Delft Precinct 7, Cape Town.

The Minister personally handed over ten title deeds to beneficiaries at the ceremony. Addressing beneficiaries and others at the event, the Minister emphasised the importance of the title deeds they were receiving.

"A title deed is an important document because it is the only legal document that proves that a person owns a certain property," she said.

"Without this document (title deed), a person cannot be assured that a property is his or hers. It is therefore important for any person selling or buying a house to follow the legal route in doing so", said Mfeketo.

Minister Mfeketo was accompanied at the ceremony by Deputy Minister Zou Kota-Fredericks, Western Cape MEC Bonginkosi Madikizela and other Human Settlements MECs from different provinces. The Minister also discouraged beneficiaries from selling their houses. "But in case a person decides to do so, please use the services of estate agents, lawyers and inform the municipality to ensure such a deal is legitimate", she added.

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## CONTRACTOR'S CORNER



### HOW TO STAY ON TOP OF YOUR INVOICING

Invoicing is one of the most important things involved in running a business and can also be one of the most stressful. If you can learn how to do it properly, and follow all the necessary procedures, you can get your payments in on time and enjoy good cashflow.

#### UNDERSTAND THE UNPAID INVOICE

Every outstanding invoice is money not in your pocket and money that, in theory, may never come in. If you have more than one unpaid invoice, it is important to understand whether something in your invoicing practice may be the cause. Are you invoicing clients immediately after work is done or do you set it aside? Do you mail or email invoices? Are you limiting the ways customers can pay so they have to wait until they have time to process a bank transfer?

#### CREATE A SYSTEM

Right from the onset, create a system to track the work you have done. There are even computer softwares available to help you track your work and invoices. Best practice also suggests that before you start plugging away, you should have your system reviewed by a bookkeeper or an accountant.

#### SET ASIDE TIME FOR YOUR ACCOUNTS

Schedule time on a regular basis to fully review your accounts payable and accounts receivable reports. The timing of this review depends on the nature of your business and whether or not you're having cashflow issues. Looking at the numbers on a regular basis enables you to foresee problems and catch them before they turn into a write-off on the receivables side, or a dispute with a vendor.

## RESOLVING DISPUTES BETWEEN TENANTS AND LANDLORDS IN RESIDENTIAL PROPERTIES

Dispute resolution between tenants and landlords in residential properties is a free service provided by the Rental Housing Tribunal to tenants and landlords throughout the Province of the Western Cape. Hearings and mediations are held as close as possible to the point of complaint.

#### A TENANT HAS THE RIGHT TO:

- Not have his/her person or residence searched
- Not have his/her property searched
- Not have his/her possessions seized without an order of the court
- Privacy of communication

#### A LANDLORD HAS THE RIGHT TO:

- Prompt and regular payment
- Recover debt after an court order has been obtained
- Terminate a lease on grounds not deemed unfair and as specified in the lease agreement
- Upon termination of a lease, receive the property back in good state and repossess the property after a court order has been obtained
- Claim compensation for damages/improvements

#### HOW DO I QUALIFY FOR THE SERVICE?

Any tenant or landlord or group of tenants or landlords or interest group in the Western Cape may lodge complaints to the Western Cape Rental Housing Tribunal. This service is exclusive to complaints concerning the rental of property for residential purposes in the Western Cape.

#### HOW DO I ACCESS THE SERVICE?

Complaints must be lodged on the complaint form prescribed by the Procedural Regulations, obtainable from the Tribunal. It can be submitted via fax, email and post.

#### WHERE TO ACCESS THE SERVICE?

The services can be accessed by visiting our offices in 27 Wale Street, Cape Town or by phoning 0860 106 166.

#### IDENTIFYING THE SOURCE OF A LEAK

Water leaking from your toilet tank can not only cost you money when it comes to your water or utility bill, but it can also cause serious water damage to your bathroom floor and walls. It can also cause the premature wear of your toilet's internal workings.

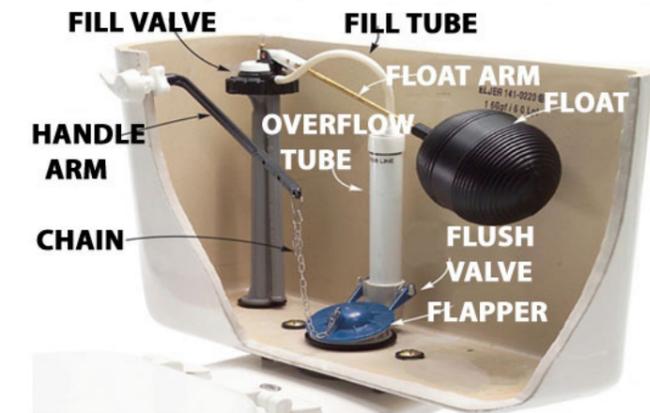
To find out whether your toilet tank is leaking, find some food colouring that you can pour into the water in your tank. After about an hour, return to check and see if the water in the bowl is the same colour as your food colouring. If it is, then you have a leak.

#### Replacing Your Toilet Flapper

Toilet flappers are the leading cause of leaking or running toilets – they provide the seal for the flush valve and control the volume of water released into the bowl. If you find that your toilet is leaking from the tank to the bowl, then your flapper probably needs to be replaced.

To change your toilet's flapper, first shut off the water supply to your toilet. To do this, simply turn the water valve located directly behind the toilet. Remove the tank lid and flush the toilet in order to empty the tank. Use a towel or sponge to mop out any excess water left in the tank. Remove the flush chain from the lever, and then slide the old flapper up off the overflow tube. Slide the new flapper in place over the overflow tube, reconnect the chain, and then turn the water supply back on. Your leak should now be fixed.

## DIY HOME MAINTENANCE TIPS FIXING A LEAKING TOILET



## PROJECT UPDATES

### JOE SLOVO PHASE 3 UPDATES

- To date, 1598 houses have been completed and 1565 houses occupied
- 1288 houses are still to be built
- 3D - Construction of 210 units. 111 houses handed over. Ninety-nine (99) units are still under construction.
- SCD has completed 48 serviced sites and 81 sites being serviced in 3A with the completion date being end of May 2018. SCD will start with the construction of the 129 units at the end of May 2018.
- 23 occupants preventing the servicing of 88 sites. Letters were issued and one on one engagement held with the 23 occupants. The eviction process has started.
- SCD has completed 205 THA structures with only 7 occupied so far. One hundred and ninety-eight (198) units are still to be occupied by residents of 3C and 3B.
- Refusal by occupants to relocate out of the construction areas
- Interdict preventing the illegal occupation of open spaces granted by court. Sheriff to execute the order with the support of SAPS and CoCT Law Enforcement.
- 47 TR units for approved beneficiaries have been made available in TRA 6 in Delft as temporary accommodation in order to clear the 3C and 3A areas for construction.

### UHLAZIYO LWASE JOE SLOVO PHASE 3

- Kude kubelelithuba kugqitywe izindlu eziyi 1598 kwaye sekungeniwe kuzo zoyi 1565
- Ziyi 1288 izindlu ezisamelele ukwakhiwa
- 3D- kwakhiwa izakhiwo eziyi 210. Kudluliswe izakhiwo eziyi 111. Kusakhiwa izakhiwo eziyi 99.
- U-SCD ugqibe ngokupheleleyo iziza eziyi 48 nesele zisetyenzwe. Eziyi 81 ziyasetyenzwa kwa-3A ezazisikelwe ukugqitywa ngomhla wokuphela kwenyanga uMay 2018. U-SCD uza kuqala ezinye izakhiwo kwiiyunithi eziyi129 ukuphela kwale nyanga uTshazimpunzi 2018.
- Abantu abayi 23 kwa-3C bathintela ukusetyenzwa kweziza eziyi 88. Ngamnye umntu kubo unikwe incwadi esandleni kwintlangano yabayi 23 abafihle intloko kwindawo engagunyaziswa ngokusemthethweni. Kuye kwathethwa nangobuso ngobuso. Iphulo lokunika iphum'aphelele liqalile.
- U-SCD ugqibe izakhiwo ze-THA eziyi 205 kwaye sekungeniwe kuzo zoyi 7. Ziyi 198 izindlu ezisamelele abahlali base 3C nabase 3B.
- Abahlali abavumi ukufunduswa
- Isithinteli kuphazamisana nenkqubo ngokungena kumhlaba ovulekileyo ngokungekho mthethweni sikhutshiwe yinkundla kamantyi. Unothimba uzakudlulisa anaxwebhu omyalelo wenkundla exhaswa ngamapolisa (SAPS) neqoqo lokunyanzelisa ukuthotyelwa komthetho.
- Izakhiwo zabaxhamli abavunyiweyo eziyi 47 ze TR zenziwe zakhona eTRA 6 eDelft njengendawo yokuhlala yethutyana ukwenzela kucocwe indawo yase 3C kunye ne3A kulungiselelwa ukwakha.

## BENEFICIARIES

An updated Joe Slovo Phase 3 list is available at the HDA offices at 31 Heerengracht Street, 6th Floor, Piers Place, Foreshore in Cape Town and at HDA site offices to keep beneficiaries informed of their status. Those with pending cases are requested to come to the HDA site office to bring outstanding documents in order for the Provincial Department of Human Settlements to process their applications. Internal relocations have been slow due to the non-co-operation of occupants in 3C and 3A.