

to be finalised. R41,584 million of the total R69,9 million allocation was spent.

### **The Presidential Pilot Programme on Rental Housing**

The aim of the Job Summit Pilot Project on Rental Housing is to facilitate the large-scale delivery of rental housing for targeted income groups as part of the integrated development of selected urban areas using the private sector to finance, develop and manage such programmes. Phase 1A has to date delivered some 3 500 units. A further 512 units are under construction in KwaZulu-Natal and three more projects involving 590 units are to commence in the next financial year.

The proposal call for Phase 2 of the Project was published in July 2006. The proposal call closed on 8 September 2006, and proposals were received from 14 municipalities. An evaluation team has been constituted and has performed a preliminary evaluation of the proposals. The preliminary assessment resulted in a proposed shortlist of six municipalities, which was approved by the National Job Summit Steering Committee during the first week of November 2006.

Consultants were appointed to undertake the pre-feasibility studies, which were completed in March 2007. Recommendations are in the process of being finalised for the feasibility studies (Treasury Approval 1 in the PPP process) to be undertaken on projects identified in the pre-feasibility studies. The Terms of Reference for the appointment of Transactional Advisors to undertake the full process of Treasury Approval 1 to 3 is also in the process of being finalised.

## **SUB-PROGRAMME: CAPACITY BUILDING**

### **Achievements**

#### **Housing Consumer Education**

In continuing with the original mandate of raising consumer awareness, Housing Consumer Education has been rolled-out and implemented in seven provinces, namely, the Eastern Cape, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North West and Western Cape. The project is intended to empower housing beneficiaries to understand their housing rights and responsibilities, as well educating them on the available housing subsidies offered by Government. The programme is SAQA aligned and accredited at NQF Level 1.

During 2006/07, 1 206 field trainers were trained in partnership with provinces and municipalities. The trained Community Development Workers and officials will be responsible to facilitate training and impart housing knowledge to housing beneficiaries at community level, so as to allow them to make informed housing decisions. A mentorship programme was also developed to enable the trained officials to become qualified assessors. Ten thousand (10 000) beneficiaries were trained in the various provinces during the period from January to March 2007.

As an extension of the Consumer Education Programme, a radio series 'Are Ageng Mzansi' was developed and broadcast on 13 SABC radio stations during March 2007. The broadcasts were done in Afrikaans, English, isiXhosa, isiZulu, Siswati, Tshivenda, isiNdebele, Sesotho, Sepedi, Setswana and Xitsonga. Housing Consumer Education manuals and pamphlets were developed to enable the dissemination of information to all beneficiaries, and the manuals were translated into Afrikaans and isiZulu in the Western Cape and Kwazulu-Natal respectively.

#### **Sanitation, Health and Hygiene**

A Sanitation, Health and Hygiene training programme was developed to equip housing and local government officials with skills required to facilitate Sanitation, Health and Hygiene training sessions. The target groups for this training are Community Facilitators and Community Development Workers who have to plan for relevant health promotion interventions related to water and sanitation issues in local communities. The training material was developed in partnership with the Department of Water Affairs and Forestry and the Department of Health. The programme has been piloted in the Eastern Cape, Limpopo and KwaZulu-Natal. A total of 60 officials have been trained in the pilot provinces.

#### **The Councillor Training Programme**

A Councillor Training Programme on housing issues has been developed to capacitate councillors who are responsible for housing matters at various municipalities. The programme centres on legislative requirements for effective housing delivery and mechanisms to improve performance at local level. Partnerships were formed with other sector departments and a task team was established to align councillor training initiatives. The task team was established to avoid duplication of similar efforts and for benchmarking of existing interventions. The programme will be implemented during 2007/08.

#### **Professionalisation of the Housing Sector**

During the year under review, the development of two housing qualifications have been facilitated, namely, the Housing Consumer Education NQF Level 1 qualification which on completion yields 120 credits and the Bachelor's Degree in Housing at NQF Level 6. The Bachelor degree has been gazetted for public comment.

#### **The Cuban Technical Support Programme**

The Cuban Technical Support Programme has been managed continuously and an investigation on the implementation of the Programme was successfully completed. The recommendations are being implemented by the provinces to ensure improved delivery on the programme. The project was co-ordinated according to the Co-operation Agreement and is being monitored on an ongoing basis. An annual review meeting was held in June 2006 to share experiences and lessons learnt. An impact assessment study was commissioned to determine the impact of the programme and its interventions, which was completed in September 2006.

#### **Development of a training program to support emerging contractors in collaboration with the NHBRC and the Provinces**

A total of 1 372 emerging contractors were trained nationally. Free State, Limpopo, and KwaZulu-Natal are the provinces that made a significant contribution to this achievement. Home builders were trained in both Construction Management and Skills Training.

#### **Development and implementation of national housing capacity building programmes**

National housing capacity building courses were conducted in line with Provincial Capacity Building Business plans. A total of 34 courses were offered, including an Executive Course in Urban Governance, Project Management, Project Facilitation, Introduction to Housing Management, Project Packaging, Project Implementation and Monitoring, Plumbing, Estimating and Tendering, Financial Management, Bricklaying, Carpentry, Plastering, Welding/Sheet Metal, Electrical, Rental Housing and Property Management. A total of 9 351 officials from provinces, municipalities and housing subsidy beneficiaries attended the abovementioned courses.

## Challenges Experienced

The following intended outputs could not be achieved due, inter alia, to budgetary constraints and lack of Human Resources:

- development of a training programme on the accreditation of municipalities
- development of a training programme on the transfer of houses in terms of the enhanced Extended Discount Benefit Scheme
- regular monitoring of provincial capacity building projects which are in line with national priorities
- development of guidelines for the enhanced implementation of the Cuban Support Programme.

Sub-programme	Outputs	Output performance measures/service delivery indicators	Actual performance against target	
			Target	Actual achievements
<b>National Housing Programmes</b>	Enhanced Implementation Guidelines for the Public Sector Hostels Redevelopment Programme	Approved enhanced Implementation Guidelines for the Public Sector Hostels Redevelopment Programme	Implementation Guidelines for the Public Sector Hostels Redevelopment Programme approved by MINMEC by March 2007	Guidelines approved by MINMEC in March 2007 Newly approved Programme distributed to the nine provincial HODs of Housing and Metros Implementation assistance is on-going
	Enhanced qualification criteria for access to a housing subsidy	Approved enhanced qualification criteria for access to a housing subsidy	Submissions to Technical Housing MINMEC approval by March 2007	Target achieved in the 2005/2006 financial year
	Completed investigation on the need of housing intervention regarding recurrent services costs	Completed investigation on the need of housing intervention regarding recurrent services costs	2007/08 financial year	Function transferred to Directorate: Special Programmes Support and output was achieved during January 2007
	Approved Social Housing Programme Policy inclusive of implementation guidelines incorporating: Shared accommodation and Transitional Housing	Approved Social Housing Programme Policy inclusive of implementation guidelines incorporating: Shared accommodation and Transitional Housing	Social Housing Programme approved by MINMEC by March 2007	Policy approved by MINMEC in November 2006 and Policy distributed to the nine provincial HODs of Housing and Metros Implementation assistance is on-going
	Implementation guidelines for a Tenure Option Policy	Approved Implementation Guidelines for the Tenure Option Policy	Housing MINMEC approved Implementation Guidelines for the Tenure Option Policy during 2007/08 financial year	Awaiting finalisation of policy by Programme 2: Policy, Planning and Research
	Implementation Guidelines for a Phased Development Housing Programme	Approved Implementation Guidelines for a Phased Development Housing Programme	Housing MINMEC approved Implementation Guidelines for a Phased Development Housing Programme during 2007/08 financial year	Function transferred to Programme 2: Policy Planning and Research Draft Implementation Guidelines approved by the Policy Task Team
	Implementation Guidelines for the National Home Builders Registration Council's Warranty Cover for all housing subsidy mechanisms	Approved Implementation Guidelines for the National Home Builders Registration Council's Warranty Cover for all housing subsidy mechanisms	Housing MINMEC approved Implementation Guidelines for the National Home Builders Registration Council's Warranty Cover for all housing subsidy mechanisms	Target was achieved in the 2005/06 financial year
	Implementation Guidelines for the Extended Procurement Regime for all housing subsidy mechanisms and Programmes	Approved Enhanced Implementation Guidelines for the Extended Procurement Regime for all housing subsidy mechanisms and Programmes	Housing MINMEC approved Enhanced Implementation Guidelines for the Extended Procurement Regime for all housing subsidy mechanisms and Programmes	Department and service provider agreed to cancel the tender View of the revision of the National Housing Code which will address procurement prescripts generically and in a holistic manner
	Framework Policy and Implementation Guidelines for a Housing Asset Maintenance Programme	Approved Policy Framework and Implementation Guidelines for a Housing Asset Maintenance Programme	Housing MINMEC approved Policy Framework and Implementation Guidelines for a Housing Asset Maintenance Programme during 2007/08 financial year	Awaiting finalisation of policy by Programme 2: Policy, Planning and Research

Sub-programme	Outputs	Output performance measures/service delivery indicators	Actual performance against target	
			Target	Actual achievements
	Policy Framework and Implementation Guidelines for an Inclusionary Housing Programme	Approved Policy Framework and Implementation Guidelines for an Inclusionary Housing Programme	Housing MINMEC approved Policy Framework and Implementation Guidelines for an Inclusionary Housing Programme	Policy Framework recommended by Technical Housing MINMEC for approval by Housing MINMEC Implementation guidelines to be commissioned Output not achieved due to complexity of interaction with various role players
	Approved Implementation Guidelines for a Ministerial Housing Development Programme	Approved Implementation Guidelines for a Ministerial Housing Development Programme	Housing MINMEC approved Implementation Guidelines for a Ministerial Housing Development Programme during 2007/08 financial year	Awaiting finalisation of policy by Programme 2: Policy, Planning and Research Output not achieved
<b>Special Programme Support</b>	Human Settlement Redevelopment Programme	Compilation of monthly DORA (Division of Revenue Act) Expenditure Reports	Monthly reports submitted to Treasury by 20th of the following month	All monthly reports were submitted on or before the 20th of the month
		Compilation of quarterly non-financial reports	Quarterly performance reports submitted to Treasury within 5 weeks of the quarter ending	The last quarterly report for 2005/06 as well as the reports for the first three quarters of the 2006/07 financial year were submitted within 5 weeks of the quarters ending
		Monitor the implementation and finalisation of projects through the close down reports and site visits	Monitor the submission of close down reports in respect of finalised Human Settlement Redevelopment Programme (HSRP) Projects Conduct site visits to all Provinces with active HSRP projects	Sixty one wrap up reports were evaluated in the 2006/07 financial year Site visits to all nine provinces were carried out
		Compilation of the annual evaluation report	Annual evaluation report submitted to the National Treasury within 4 months after the end of the financial year	Annual report was submitted to the National Treasury within 4 months after the end of the financial year
	Presidential Pilot Project on Rental Housing	Support the National Housing Finance Corporation in launching phases 2 and 3 of the Presidential Pilot Project on Rental Housing	Facilitate putting out the proposal call for the phase 2 projects Support the authorisation and pre feasibility processes of phase 2	The proposal call for phase 2 of the Presidential Pilot Project on Rental Housing was published in July 2006 The proposal call closed on the 8th of September 2006 Proposals were received from 14 municipalities An evaluation team has been constituted and completed a preliminary evaluation of the proposals A recommended short list of potential municipalities was submitted to the National Department of Housing
				The proposed shortlist of six municipalities was approved by the National Job Summit Steering Committee during the first week of November 2006 The consultants have subsequently commenced with further evaluations (pre-feasibility assessments) of the six shortlisted proposals
				Consultants were appointed to undertake the pre-feasibility studies and this work was completed in March 2007 Recommendations are in the process of being finalised for the feasibility studies (Treasury Approval 1 in the PPP process) to be undertaken on projects identified in the pre-feasibility studies The Terms of Reference for the appointment of Transactional Advisors to undertake the full process of Treasury Approval 1 to 3 is also in the process of being finalised

Sub-programme	Outputs	Output performance measures/service delivery indicators	Actual performance against target	
			Target	Actual achievements
	Approved guidelines for recurrent service costs	Approved guidelines for recurrent service costs	Approved guidelines for recurrent service costs	Investigation into support for recurrent service costs completed and submitted to Minister Decision was taken not to further pursue this output due to the existence of other similar Government Programmes
	Progress reports submitted quarterly to the Minister	Progress reports submitted quarterly to the Minister	Preparation and submission of quarterly progress reports on the unblocking of blocked projects in the Eastern Cape to the Minister	Reports for the first three quarters was prepared and submitted However after the submission of the 3rd quarter report it was decided that this function will in future be performed by the Monitoring and Evaluation Chief Directorate - to avoid duplication in effort
	Support the alignment of sectoral infrastructure policies in support of housing development by representing the Department on various infrastructure co-ordinating committees where changes and amendments to infrastructure policies and programmes are debated	Facilitate the alignment of sectoral infrastructure policies and programmes by representing the Department on various infrastructural co-ordinating committees	Represent the Department at NSTT, WSSLG, Masibambane II, Policy Strategy and Financial Working Group of the MIT3, and the Water Services Sector Co-ordinating Committee scheduled meetings	Represented the Department at one NSTT, one Masibambane II, a MIT3 meeting, Water Services and HIV Aids workshop Drafted document on the alignment of the MIG Grant and the Integrated Housing and Human Settlement Fund
	Successful conclusion of a MOU between the chosen municipalities and EPWP support initiative	Successful conclusion of a MOU between the chosen municipalities and EPWP support initiative	Signed memorandums of understanding between the chosen municipalities and EPWP support initiative Preparation of bi-annual progress reports	Due to the fact that the consultants appointed by the Department of Public Works are still busy with analysing the projects that are being planned for the next financial year or are in an initial stage of implementation within Gauteng and Eastern Cape, little implementation progress has been made Only once the analysis has been completed will it be possible to choose specific projects located within specific local authorities to form part of the pilot project
<b>Capacity Building</b>	Training programme on accreditation of municipalities developed	Training programme on accreditation of municipalities developed	Implementation of the training programme and review of the programme	Not achieved due to the late finalisation of an Accreditation Framework and the lack of sufficient resources
	Approved training programme on Policies, Legislation/ Guidelines	Approved training programme on Policies, Legislation/ Guidelines	Implementation of the training programme	Achieved Three workshops were conducted at North West, Eastern Cape and the Western Cape on housing legislation, policies, programmes and fraud and corruption
	Training programme on Human Settlements Redevelopment developed	Training programme on Human Settlements Redevelopment developed	Implementation of the training programme and review	Not achieved due to the late Human Settlement Redevelopment Programme being discontinued
	Training programme on the transfer of RDP houses developed	Training programme on the transfer of RDP houses developed	Implementation of the training programme and review	Not achieved due to the shortage of resources
	Approved Housing Consumer Education framework, and an approved Housing Consumer Education programme	Approved Housing Consumer Education framework, and an approved Housing Consumer Education programme	Implementation of the training programme Approved Framework Policy and implementation Guidelines for an inclusionary Housing Programme	Achieved Housing Consumer Education framework was approved by the DG and Minister Housing Consumer Education programme has been rolled out and implemented in seven provinces 1206 field trainers have been trained as trainers and mentors A radio series based on the HCE modules, A re ageng Mzansi was developed and broadcast on 13 SABC radio stations from March 2007 HCE pamphlets and manuals were developed and translated
	Approved accredited training programme	Approved accredited training programme	Implementation of the training programme and programme review	Not Achieved

Sub-programme	Outputs	Output performance measures/service delivery indicators	Actual performance against target	
			Target	Actual achievements
	Approved Induction programme for the newly elected councillors	Approved Induction programme for the newly elected councillors	Implementation of the training programme and programme review	Achieved A councillor handbook and a facilitator's guide have been developed Partnerships were formed with DWAF,DPLG and SALGA on the development of the training programme
	Development of a training programme on the Social Housing policy	Approved training programme on the Social Housing Policy	Implementation of the training programme	Achieved The Social Housing policy has been incorporated into the Housing Consumer Education programme
	Skills audit for all identified municipalities	Approval to conduct the skills audit	Completion of skills audit by March 2007	Target not achieved Output deferred to the Chief Directorate: Research
	Training programme on Sanitation, health and Hygiene developed	Training programme on Sanitation, health and Hygiene developed	Implementation of the training programme and programme review	Achieved Unit standard aligned Sanitation, Health and Hygiene training programme has been developed 60 CDW's and community facilitators have been trained The programme was piloted in three provinces
	Approved Train the Trainer programme for Housing Practitioners	Approved Train the Trainer programme for Housing Practitioners	Implementation of the training programme and programme review	Achieved A total of 32 housing officials from all provinces were trained
	Training programme to support Thusong Service Centres developed	Training programme to support Thusong Service Centres developed	Implementation of the training	Not Achieved
	Approved Technical Support Programme 60% males & 40 % females trained	Approved Technical Support Programme Number of officials, communities targeted for skills transfer	Co-ordinate and monitor implementation of the programme 60% males & 40 % females trained	Achieved Successfully co-ordinated the programme Monitored programme implementation (including skills transfer) through review of reports and quarterly progress report meetings and one project visit to Moses Kotane Annual workshop held to share lessons learnt Managed the transition regarding out going experts whose contracts had expired and induction of new recruits
	Approved housing qualification and unit standards by SAQA	Approved housing qualification and unit standards by SAQA	Co-ordinate 1 Quarterly meeting Unit standard based undergraduate degree approved and registered by SAQA	Achieved Unit Standards developed Narrow consultation completed Draft undergraduate Housing Degree submitted to SAQA SAQA panel met in February to discuss the housing degree Thereafter, SAQA published the degree for public comments which closed on 30 March 2007 Used existing HCE unit standards at NQF L1 to design Sanitation Health and Hygiene Training module
	Housing scholarships awarded	Number of scholarships awarded	Facilitate first semester payments	Achieved Secured approval to increase housing scholarship intake for 2007 Managed a successful recruitment drive from October 2006 to February 2007 Twenty three (23) housing scholarships were awarded for the 2007 academic year The Department is currently managing a total of 35 housing scholarships

Sub-programme	Outputs	Output performance measures/service delivery indicators	Actual performance against target	
			Target	Actual achievements
	Number of graduates placed in employment	Number of graduates placed in employment	Facilitate placement of one learner in contract employment	Not Achieved One learner from Mpumalanga province completed her studies in January 2007 The student is still awaiting approval from the Head of Department for employment
	Approved Ministerial submission to establish the housing professional body Approved Bill to establish the Housing Professional Body by Parliament  Established Housing Professional Body	Approved Ministerial submission to establish the housing professional body Approved Bill to establish the Housing Professional Body by Parliament  Established Housing Professional Body	Review of the Bill by stakeholders	Not Achieved  Ministerial approval obtained to establish the Housing Professional Body. Consultative meetings held to initiate a process to establish the Housing Professional Body A Task Team consisting of NDoH officials and Housing Institutions officials has been formed to manage the process
	Approved Business Plans by the provincial HOD 4000 of officials, councillors targeted for training 30 courses offered Approved Capacity Building Strategy and Business Plan guidelines	Approved Business Plans by the provincial HOD 4000 of officials, councillors targeted for training 30 courses offered Approved Capacity Building Strategy and Business Plan guidelines	Approved provincial Capacity Building Business Plans submitted by provinces 20% targeted officials and councillors attend the training 20% of projected courses offered	Achieved All 9 provincial business plans completed and approved A total of 34 courses were offered A total of 9 351 officials in provinces, municipalities and housing subsidy beneficiaries attended the abovementioned courses
	Approved training programme to support emerging contractors jointly developed with NHBRC	Approved training programme to support emerging contractors jointly developed with NHBRC	Monitor Implementation of the training programme	Programme effectively managed NHBRC reported progress and submitted reports in Capacity Building Task Team meetings A total number of 1 372 emerging contractors were trained nationally

## 2.8.4 PROGRAMME 4: HOUSING SECTOR PERFORMANCE AND EQUITY

### Purpose

The purpose of Programme 4: Housing Sector Performance and Equity is to monitor and assess the implementation, performance and impact of national housing policies and programmes, and eradicate discrimination and unfair practices in the provision of housing and housing finance.

### There are six sub-programmes:

- Policy and Programme Monitoring assesses the implementation of national housing policy and programmes, and the impact of these on beneficiaries, the environment and the three spheres of government.
- Information Management provides integrated business information and maintains national housing databases and information systems.
- Industry Analysis monitors and analyses the impact of government's housing policy and programmes on the construction sector, the financial sector and the economy.

- Development Finance is a new sub-programme that has been introduced to monitor trends, impacts and patterns in housing and investment finance against government's development programmes.
- Housing Institutions monitors the performance of housing institutions reporting to the Minister of Housing. These include the National Housing Finance Corporation; Servcon Housing Solutions (Pty) Ltd; the Peoples' Housing Partnership Trust; the Social Housing Foundation; the National Home Builders' Registration Council; Thubelisha Homes; the National Urban Reconstruction and Housing Agency and the Rural Housing Loan Fund.
- Housing Equity aims to eradicate discrimination and unfair practices to do with access to housing finance, by implementing and administering the Home Loan and Mortgage Disclosure Act (2000) and regulations through the Office of Disclosure.

### Measurable Objectives

- Improve housing policy and programmes based on the analysis of accurate, strategic and statistically sound information and data from operational and other systems.
- Increase the level of private sector finance for affordable housing by R20 billion by 2010.

## SERVICE DELIVERY OBJECTIVES AND INDICATORS

### RECENT OUTPUTS

During 2006/07, in addition to meeting all its targets for producing quarterly reports on the performance of national housing programmes and housing institutions, housing subsidy system data, the status of the construction sector, emerging contractor support and the status of the economy and the financial sector, the programme completed a number of targeted studies. These studies were on subjects such as the impact of the housing subsidy scheme on beneficiary households, the impact of the human settlement redevelopment programme, the participation of beneficiaries in planning housing projects, a review of allocation formula, and the cause and impact of delays in payment for work completed by emerging contractors in the housing market.

The National Department also appointed service providers to develop a comprehensive monitoring, evaluation and impact assessment framework system to measure the various levels of results of the Comprehensive Plan. This includes a monitoring, evaluation and impact assessment policy, a breakdown of the various goals, sub-goals and objectives of the Comprehensive Plan, a set of

measurable indicators as well as an electronic application to produce reports on a quarterly basis. It is anticipated that the System will be implemented in the 2007/08 financial year.

A review of the role of housing support institutions in supporting the implementation of the Comprehensive Plan was also undertaken. As a result of the review, the Minister approved the disestablishment of Servcon Housing Solutions at the end of its mandate in March 2006, the extension of NURCHA and the Rural Housing Loan Fund, a review of the mandate of Thubelisha Homes, and the establishment of a new Social Housing Regulatory Authority to replace the Social Housing Foundation.

During 2006/07, in addition to meeting all its targets for producing quarterly reports on the performance of housing institutions, the Directorate continued with the process of reviewing the role of housing support institutions in supporting the implementation of the Comprehensive Plan. As a result of the review, the Minister approved the disestablishment of the Peoples Housing Partnership Trust (PHPT) and participated in the review of development finance institutions led by National Treasury.

- The final draft Regulations have been developed, and the process for approval has been initiated for implementation and enforcement of the Act as per legislation.
- The nominations for members of the Office of Disclosure have been received and approval of nominees is in progress.
- The development of the Compliance Manual is at an advanced stage.
- Due to the Regulations, the Compliance Manual and Electronic Data Management System not being finalised, the office could not receive, capture and analyse the information disclosed by financial institutions for preparation of the annual report to the Minister.

## **FINALISATION OF HOME LOANS AND MORTGAGE REGULATIONS**

In terms of section 12 of the Home Loans and Mortgage Disclosure Act, 2000 (Act 63 of 2000), the Minister of Housing must, in consultation with the Minister of Finance and the Governor of the Reserve Bank, make Regulations. These Regulations, once gazetted, will ensure enforcement of the Act and will define the parameters for the financial institutions' obligations on reporting.

The Directorate: Framework Legislation was responsible for overseeing that the Regulations were finalised and gazetted. The Regulations were forwarded to Cabinet for approval and gazetting. However, Cabinet requested that the procedure, as mentioned in section 12 of the Act, be followed.

The consultative process with the Minister of Finance and the Governor of the Reserve Bank has been completed. At the beginning of the last quarter of 2006/07 the Department, led by the Deputy Director-General: Strategic Planning, took further initiative to brief the Portfolio Committee on Housing on the progress on development of the Home Loans and Mortgage Disclosure Act Regulations. A presentation was tabled to the Committee for their information, comments and advice.

In the final stage of development of the Regulations, the final draft Regulations was submitted to the Office of the State Law Advisor for advice and alignment with relevant national legislative frameworks. The Office of the State Law Advisor recommended that the Regulations be approved and implemented simultaneously with the Act at a date to be determined by the Minister. The final draft Regulations have now been developed for approval for implementation and enforcement of the Act as per legislation.

## **The Electronic Data Management System**

The Home Loans and Mortgage Disclosure Act (2000) gives the Office the mandate, amongst others, to receive and analyse and to investigate information disclosed by financial institutions. The Office of Disclosure intends having an advanced electronic data management system and electronic map programme or Geographic Information System (GIS) comprising details of all erf, plots and sites in the country. Such a programme would enable the Office of Disclosure to identify discriminatory lending patterns by simply entering a financial institution's code and studying its patterns.

The electronic data management system and electronic map programme or GIS will also be able to log onto specific areas, for example, a suburb, small town, residential area, metro area, provincial area etc. Apart from the electronic map programme there would also be a programme that could be accessed to provide data on mortgage loans in terms of the Act.

## **Guide for Complaints Handling Procedures**

In terms of the Act, financial institutions must disclose information to the Department through the Office of Disclosure. However, there will be instances where members of the public are not satisfied with the manner in which their applications for home loans were handled and/or with the results obtained. Such members of the public will have access to procedures to enable them to complain directly to the Office of Disclosure. For this purpose, a draft complaints procedure information booklet has been completed, which will be distributed to members of the public as soon as the Act is implemented. A fully-staffed Complaints Call Centre with a toll-free telephone number and an e-mail address for complaints handling will be set up.

## **Appointment of Members of the Office**

In terms of section 6 of the Home Loans and Mortgage Disclosure Act, the Office will consist of not more than 10 members appointed by the Minister. A call for nominations to serve as members of office was advertised in the last quarter of 2006. Applications were received, and shortlisting was done and forwarded to the Minister with recommended candidates through the office of the Director-General. However, due to the Regulations and Compliance Manual not been finalised timeously, this task is on hold and both the Regulations and the Compliance Manual are awaiting gazetting and approval.

## **Engagement with financial institutions**

This office has also been in discussions with financial institutions around the Financial Services Charter and the Breaking New Ground Policy on Housing Delivery. Various objectives have been set as directed by the Financial Services Charter and the Comprehensive Plan.

## **Social Contract for Rapid Delivery of Housing**

Task teams to investigate and find solutions to thematic problems raised by housing sector stakeholders were duly formed. The task teams reported on their progress in terms of their mandate in the Plenary sessions. The Plenary for the Social Contract on Rapid Delivery of Housing was organised by the Directorate and took place in Durban on 24 November 2006. The final report on the delays in contractor payments has been submitted and was also presented at the Plenary session.

## **Ministerial Awards**

The Directorate: Industry Analysis successfully managed the adjudication process for the Ministerial Awards which

took place on 27 October 2006. All the nominated participants were visited and interviewed in their places of operation and the final selection was made under the Directorate's supervision. All selected candidates received their awards.

#### Land and Landed Properties Acquisition

The Unit has been part of the team that is negotiating for the acquisition of land for housing purposes with the relevant government departments.

#### The Support Programme for Social Housing (SPSH)

The Directorate has successfully managed the SPSH programme funded by the EU donors for the past six months since the departure of the head of the programme.

#### The Alternative Building Technology Report

The Directorate: Industry Analysis participated in the alternative building technology tour to Roslyn and Modimolle projects (in Limpopo) with the members of the Portfolio Committee on Housing. A report was prepared and submitted to management on the success of the projects developed in Rosslyn, and the one which is under development in Modimolle.

#### Supporting the Minister's Programmes

The Directorate supported the Minister's international programme at a special AMCHUD Bureau meeting in Kenya during this period. This included extensive participation in the development of an operational plan for the framework to this plan. This was followed by supporting the Minister to the Dutch Ministerial delegation that spent a week in the country on social housing issues. This unit also supported the Minister at the Taung Presidential imbizo.

#### Restructuring of Housing Support Institutions

The Directorate: Industry Analysis provided extensive support in the restructuring document of housing support institutions. This includes selling the idea to other sister departments such as National Treasury and the Department of Public Service and Administration.

#### The Minister's Budget Speech In-put

The Directorate contributed extensively to the development of the Minister's Budget Speech, including being part of the task team developing information and submitting this information to writers.

#### CHALLENGES AND ACTIONS TAKEN

##### Challenge

The Directorate lost two managers and two chief planners due to promotion outside and inside the Department.

##### Action Taken

The Directorate has been operating with a shortage of staff.

##### Challenge

The monitoring of the Social Contract for Rapid Housing Delivery and all other transformational programmes within the construction sector is posing a challenge due to lack of staff.

##### Action Taken

A proposal to establish a new unit within the department dealing with this programme has been tabled to management. The Director for the Industry Analysis Unit has been appointed Acting Chief-Director for Stakeholder Mobilisation responsible for the implementation of the Social Contract.

Furthermore, the Unit has a vacancy of Deputy-Director: Transformation in the Construction Sector sub-directorate. The Unit has tabled a proposal to HR that this position be filled. The process has been long overdue, with no appointment having taken place as yet.

#### SERVICE DELIVERY ACHIEVEMENTS

Sub-programme	Outputs	Output performance measures / service delivery indicators	Actual performance against target	
			Target	Actual
<b>HOUSING SECTOR PERFORMANCE</b>	Reports with accurate and reliable information produced on time	Monitor and evaluate institutions in terms of their mandates and in compliance with set targets for each of the 8 institutions	4 Monitoring and evaluation reports	4 Monitoring and evaluation reports
	Reports with accurate and reliable information produced on time	Determine appropriate delivery targets by institutions and align them to government policy	1 Analytical report on each application	1 Analytical report on each application
	Reports with accurate and reliable information produced on time	Ensure compliance with legislation and corporate governance codes	4 Evaluation reports	4 Evaluation reports
	Reports with accurate and reliable information produced on time	Financial management of institutions	Approved claims	
<b>Analytical reports on each application</b>	3 Transfers were approved			

Sub-programme	Outputs	Output performance measures/ service delivery indicators	Actual performance against target	
			Target	Actual
<b>POLICY AND PROGRAMME MONITORING</b>	Updated statistical information for 2006/07 financial year	Publication of quarterly report		
<b>(ABC of Housing Statistical Information) Website</b>	4 quarterly reports	4 quarterly reports		
<b>Annual report</b>				
	Draft Monitoring, Evaluation and Impact Assessment Framework based on the Comprehensive Plan for the Development of Sustainable Human Settlements	Draft M & E & I Framework	M & E & I Framework	Draft M & E & I Framework
	Electronic M & E & I System	Electronic M & E & I System	Development of Electronic M & E & I System completed	80% of the development of an electronic M & E & I System completed
	Aligned financial and non-financial information	Aligned non-financial housing information available on national and provincial level	Higher level of credible non-financial housing information	Significant improvement on quality and alignment of non-financial housing information
<b>OFFICE OF DISCLOSURE</b>	Lending practices and patterns adopted by financial institutions must be uniform	Regulations gazetted.	To have the regulations finalised by end of March 2007	Not achieved
	Information received in format as prescribed in the compliance manual	Compliance manual finalised and approved	To have compliance manual approved by July 2006	Not achieved
	Information received from financial institutions	Information from financial institutions received and analysed	To receive, capture and analyse information disclosed by financial institutions by Oct 06.	Not achieved
	Functional IT system in place and members of public using such medium	IT system in place and functional	To have an IT system in place and functional	Not achieved
	The help desks are being efficiently used by the public	Municipalities help desks established	To establish Municipalities help desks by July 06	Not achieved
	The financial services charter is in keeping with its mandate	Financial services sector charter	To engage with financial institutions in relation to the Financial Services Charter	Engaged with financial institutions in relation to the Financial Services Charter
	Members appointed and annual reports are tabled which is to be presented to the Minister	Members of the Office appointed	To appoint Members of the Office by July 06	Not achieved
	Information analysed and an annual report with findings/recommendation/s is submitted to the Minister	Annual report prepared and submitted	To prepare and submit Annual report to Minister by July 07	Not achieved
<b>INDUSTRY ANALYSIS</b>	Produce 2 bi-annual reports analysing the effective monitoring of quality in houses built, the prevalent use of alternative building technique, and participation of Women and Youth in the sector and timeous emerging contractor payment	2 reports	2 reports	2 reports produced
	4 quarterly reports analysing the performance of the building and construction industry	2 reports	4 reports	4 report produced
	4 quarterly reports per year analysing the changes in key economic variables on housing and visa versa	2 reports	4 report	4 report produced

Sub-programme	Outputs	Output performance measures/ service delivery indicators	Actual performance against target	
			Target	Actual
<b>INFORMATION MANAGEMENT</b>	Operational and Control systems aligned with policy requirements	Reports on Operational and Control systems	Four reports on the development of operational and control systems Four reports on the maintenance of the operational and control systems	Four reports were compiled and are available
	Implementation of Change Control processes	Reports on Implementation of Change Control processes	Four updated document on the information risks and change control process	Four reports were compiled and are available
	Reports on support, data quality and technical services provided	Reports on support, data quality and technical services provided	Four reports on progress with provision of support and training	Four reports were compiled and are available
	Knowledge management services	Reports on management services	Four reports on the progress to provide knowledge management services	Four reports were compiled and are available
	Reports on the availability and accessibility of information and resources	Reports on the availability and accessibility of information and resources	Four reports on the availability and accessibility of information and resources	Four reports were compiled and are available
	Reports on the availability and accessibility of the collaborative environment	Reports on the availability and accessibility of the collaborative environment	Four reports on the availability of the collaborative online environment	Four reports were compiled and are available
	Monitoring / impact reports	Number of reports on the impact of housing finance institutional products such as loss limit insurance, fixed interest rate products, savings linked products etc.	4 reports on the impact of housing finance institutional products	4 reports
	Monitoring/impact reports	Number of reports on the impact of new finance instruments for social housing, multi purpose cluster concepts, individual housing, tax incentives etc	4 report on the impact of new finance instruments	4 reports
	Monitoring reports	Number of reports on Micro lending industry on housing delivery	4 reports on the micro finance industry	4 reports
	Monitoring reports	Monitor private sector engagement and the impact of the Financial Services Charter	4 reports on private sector engagements	4 reports
	Available and accessible data sets	Reports on available and accessible data	Four progress reports on the available data sets as well as new user requirements	Four reports were compiled and are available
	Business information on national and provincial level to support strategic decision making and planning.	Reports on updated information sets and tables on indicators	Four reports on updated information	Four reports on updated information electronically accessible on- line
	Information dissemination to different user groups.	Number of both satisfied and unsatisfied users.	Four reports on information disseminated to the different users.	Four reports on record of both old and new users and their requirements.
	Analysis-based reports	Reports on analysis of data and information	Four reports on analysis of data and information	Four reports were compiled and are available
	GIS products and services	Reports on the GIS service and products delivered	Four reports on the GIS service and products delivered	Four reports were compiled and are available
	Availability of decision-making tools	Reports on the development and availability of decision making tools	Four reports on the development and availability of decision making tools	Four reports were compiled and are available
	Availability of Information sets	Reports on the availability of information sets from warehouse	Four reports on the availability of information sets from warehouse	Four reports were compiled and are available
	Information sets of usable quality	Reports indicating the quality status of the various information sets	Four reports indicating the quality status of the various information sets	Four reports were compiled and are available
<b>HOUSING INSTITUTIONS</b>	Monitor and evaluate institutions in terms of their mandates and in compliance with set targets for each of the 8 institutions	Reports with accurate and reliable information produced on time	4 Monitoring and evaluation report	4 Monitoring and evaluation report
	Determine appropriate delivery targets by institutions and align them to government policy	Reports with accurate and reliable information produced on time	1 Analytical report on each application	1 Analytical report on each application
	Ensure compliance with legislation and corporate governance codes	Reports with accurate and reliable information produced on time	4 Evaluation reports	4 Evaluation reports
	Financial management of institutions	Reports with accurate and reliable information produced on time	Approved claims	
<b>Analytical reports on each application</b>	3 Transfers were approved			