Nelson Mandela Bay Municipality: increasing focus on quality housing

The aim: Integrated Human Settlements

Turning the spotlight on planning, one of the key responsibilities of his Portfolio, Cllr Nqaba Bhanga, Member of the NMBM Mayoral Committee (MMC) for Human Settlements said that in order to attract investments, the Municipality successfully managed to reduce the time taken to finalise planning applications from 325 days to 180 days. “This is a reasonable and responsible timeframe,” enthused Cllr Bhanga. Most of the remaining applications yet to be processed, were received in 2017.

Dear resident of Nelson Mandela Bay

In this publication, we share with you some information on the Nelson Mandela Bay Municipality’s Social Housing initiatives, major projects currently underway, title-deed registration and the different types of housing subsidies available. We share with you progress made in stabilizing and giving direction to our Human Settlements Directorate.

We also explain that the competency of building houses in the Bay lies with the Housing Development Agency (HDA) – and not the Municipality – although the Municipality is getting in a stronger position to re-enter the business of building houses for the people of Nelson Mandela Bay.

The Nelson Mandela Bay Municipality is strengthening its Human Settlements Directorate

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Quality Social Housing is a growing area of focus

The Nelson Mandela Bay Municipality is fully committed to promote and facilitate the provision of Integrated Social Housing to residents, to close the gap created by our apartheid past, said Member of Mayoral Committee (MMC) Cllr Nqaba Bhanga.

Statistics show that our Metro is the most segregated city in the country. The city is divided according to income, i.e. how much people earn; while structurally, it is divided between the historically disadvantaged and advantaged.

“The first thing we want to do is to transform the apartheid spatial legacy. We want to make sure that lower income earners will be able to access housing opportunities in areas closer to work. For this, we have identified areas like Summerstrand, Fairview, Parsonsvale, Baakens Valley, Stanford Road, Mount Croix, Cape Road and South End,” said Cllr Bhanga.

The Metro Municipality sees social housing as a tool for urban integration and renewal. “We do not want Summerstrand to be a Whites only area, or for the affluent only. Very soon, we will build a social housing project in Summerstrand. Excellent examples of the attractive developments we envisage, can be seen at Walmer Link, Fairview Link and Park Towers,” Bhanga said.

The dilapidated buildings that are currently eyesores in the Metro are intended to be converted for housing purposes, said Cllr Bhanga. A key example in this regard is the Steve Biko Social Housing Project, which is part of a programme to return life to our inner-city area, which should be a lively and vibrant people’s place after 4:30 pm each day, according to MMC Bhanga.

Cllr Bhanga also revealed that he was focusing on the NMBM Problem Buildings By-law, which addresses the issue of the revitalisation of dilapidated structures in areas like Victoria Street, which is a historic street in our Metro, being brought back to life, also referred to as

Cont. page 2
Quality Social Housing is a growing area of focus

An upmarket Fairview Social Housing initiative

Review of Housing List will ensure veracity and reliability

There is a big housing backlog in our city. This means that not everyone who wants to get a house will get one immediately. Therefore, an official Housing List was created as a data base of residents who have applied for housing. Unfortunately, there is widespread fear and the general perception among the communities of the Bay that the current Housing List is corrupt, can be manipulated, or is simply unjust and unfair.

To address these fears and distrust, the National Department of Human Settlements to enable the Metro to establish mixed-use developments, observed the ground floors. Scandinavian countries like Sweden have provided in the upper storeys, with uses in those buildings, with residential accommodation available to the general public on the contentious issue of the review of the Housing List.

MMC. But how are the housing needs of the less affluent people of Nelson Mandela Bay being accommodated?

Households with a joint income of all occupants between R0 - R350 per month are accommodated through the RDP housing process.

For those households with a joint monthly income above R3500 but less than R7500 per month, a viable option is rental accommodation in Social Housing Developments, in terms of the Social Housing Act. While these developments are undertaken by Social Housing Institutions, the Municipality does play a facilitating role for residents in the so-called gap market, those that earn between R3501 and R15 000 per month. For those residents who are interested in buying property, FLISP (the Financial Linked Individual Subsidy Programme) may be an option.

FLISP was developed by the National Department of Human Settlements to enable affordable first time home ownership opportunities for South African citizens.
According to Member of Mayoral Committee (MMC) for Human Settlements, Cllr Nqaba Bhanga, “We want to take back this power and responsibility in the Metro,” Cllr Bhanga said. He was quick to add, however, that there was no dispute with the HDA, but that the Municipality strongly felt that it was now better organised regarding housing delivery than before, and could do a much better job in fulfilling this highly demanding responsibility.

“We talk with the members of staff and are all geared towards taking back this responsibility of housing for Nelson Mandela Bay residents,” Bhanga said, adding that he had developed good working relations with the Agency. Cllr Bhanga added that, in cooperation with the HDA, better ways of doing the job had been developed.

“So far, I can say that we are progressing in managing relations. But we’ll only succeed if the power to develop houses is given back (to us). The Municipality’s Human Settlements Directorate is changing rapidly, for the better. We are also changing the institutional culture and instilling a strict work ethos,” he said.

The NMBM Human Settlements Directorate is getting its house in order. According to MMC Bhanga, this Directorate will establish a Project Management Unit in the not too distant future, as well as a Finance Management Unit, aimed at ensuring effective and efficient project management.

To illustrate the change that was taking place in the Metro’s housing situation, MMC Bhanga shared the progress made with the signing and renewal of leases, following the Auditor-General’s complaint in that regard. “We’ve also developed a Land Disposal Policy, and are now in a position to sell pieces of land for development. All this will also serve to help to create jobs,” said MMC Bhanga.

**COMPLETED SOCIAL HOUSING PROJECTS TO DATE**

Nelson Mandela Bay households with a total monthly income of between zero and R3 500 per month and where the residents do not wish to own houses, can opt to reside in Social Housing projects.

This article contains information on existing Social Housing Developments and advice on how to apply for Social Housing accommodation, as well as the qualifying requirements in this regard.

Social Housing Projects include Fairview Links, Walmer Links, Park Towers, Talana Court, Milner Court, Albany Heights, and the Willowdene Project.

Walmer Links
IMIZI: Completed Social Housing component with 347 Social Housing Units.

Fairview Link
IMIZI: Completed Social Housing Project (368 units). Won Annual Govan Mbeki Award in Best Social Housing Category.

Park Towers
Established by the Own Haven Housing Association: Completed Social Housing component with 136 Social Housing Units.

Talana Court
Own Haven Housing Association: Completed Social Housing component (12 Units).

Milner Court
Own Haven Housing Association: Completed Social Housing component with 10 Social Housing Units.

Albany Heights
Own Haven Housing Association: Completed Social Housing component with 33 Units.

Current Social Housing Project: Willowdene Project
The Willowdene project located in Fairway (in Willowdene Road) is nearing completion with 400 units. The project is implemented by Home Market and IMIZI Housing.

Qualifying Requirements
• The joint monthly income of all household members must be between R3500 and R7500 per month.
• You must be a South African citizen or a permanent resident.
• You must not have owned a property or received housing before.
• You must be older than 21 years of age or married.
• You must be employed or self-employed with a regular income.

HOW TO APPLY?
• Applicants who pass qualifying requirements, will be required to complete the relevant form.
• Forms are obtainable from the offices of:
  IMIZI Housing Association, 7 Upper Dickens Street Central, Port Elizabeth, 041 373 2194
  OR
  Own Haven Association, Park Towers, 16 Rink Street, Central, 041 582 2487.
• Assistance will be given to applicants to complete the forms, if required.
• Prospective applicants can also phone the Willowdene Village: 041 001 1112.

What additional documents must I bring?
• Your current pay slip, not older than three months, or an official letter from your employer.
• Identity document of applicant.

PLEASE NOTE:
Prospective applicants must please note that all documents to be submitted, need to be endorsed by a Commissioner of Oaths. Monthly rentals will range from R650 per month to R2500 per month, depending on the combined income of the relevant households.

**RDP houses located at Joe Slovo**

**MMC Nqaba Bhanga**
Human Settlements: all in a year’s work!

Jobs were created during housing process

Over the previous financial year (July 2016 – June 2017), the Municipality made further strides in ensuring that needy and deserving residents got a roof over their heads, said the Director: Social Development, Education and Administration of the NMBM Human Settlements Directorate, Simiselo Nogampula.

According to Nogampula, the following was reported in respect of the housing process as at 21 June 2017:

- 400 social housing opportunities were provided in Fairview/Willowdene.
- 1942 state subsidized housing opportunities were provided in Chatty, Joe Slovo, Motherwell, Rosedale, Sisulu Village, Soweto-on-Sea and Tinside.
- 340 defective state subsidized houses were rectified in Chatty Ext 3 and 4, Masangwanaville, Uitenhage, Gunguluza and Langa Greenfields.
- 3017 erven were provided with permanent water and sanitation services in Motherwell, Khayamandini, Pola Park, Uitenhage, Walmer, MK Silvertown, Kabanga, Qargwuli, Rosedale, Joe Modise and Missionvale Garden Lots.
- 422 households were relocated from stressed informal settlements to Greenfield project areas.
- Four informal settlements were upgraded (where they are). These are Joe Modise, Ntshavhangane Street, Pola Park and Dikzza Street.
- 680 backlog title deeds were handed over to eligible beneficiaries.
- The average turnaround time for finalising building plan applications was reduced to two weeks.
- 492 work opportunities were created and 64 full-time equivalent jobs were full created.

**Human Settlements successes at Daku, KwaZakhele**

**Upgrades taking place in Missionvale**

**Isisombululo kwiliisi yabalindele izindlu umasipala omnye isti enye**

Why burn down municipal truck servicing communities?

Human Settlements: all in a year’s work!

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Types of Subsidies
All government subsidies explained

Project Linked – Non Credit Subsidy
The Integrated Residential Development Programme (IRDP) provides for the acquisition of land and the servicing of stands for a variety of land uses, including commercial, recreational, schools and clinics, as well as residential stands for both low, middle and high income groups.

The land use and income group mix will be based on local planning and needs assessment.

PHP Subsidy
The People’s Housing Process is a government housing support programme that assists households who wish to actively contribute towards the building of their own homes. The process allows beneficiaries to establish a housing support organisation that will provide them with organisational, technical and administrative assistance.

Training and guidance on how to build houses are also supplied. Participation in the process is regarded as a contribution towards the achievement of their housing opportunities, and the compulsory requirement of a financial contribution is thus not applicable.

Participation offers benefits such as a saving in labour costs; avoiding payment of a profit element to developers; and optimising control and decisions regarding the housing product to be delivered.

To ensure that fragile community survival networks are not compromised and to empower communities to take charge of their own settlements, one of the basic tenets of the programme is that beneficiary communities must be involved throughout the project cycle. All members of the community, also those who do not qualify for subsidies, are included.

Consolidation Subsidy
In order to enable such households to access adequate housing, a consolidation subsidy has been introduced which provides for the completion of houses on the serviced sites. Therefore, the beneficiaries of such stands may apply under this Programme for further assistance to construct a house on their stands or to upgrade/complete the house they may have constructed from their own resources.

Individual Subsidy
This Programme provides access to state assistance where qualifying households wish to acquire an existing house or a vacant serviced residential stand, linked to a house construction contract through an approved mortgage loan. These properties are available in the normal secondary housing market or have been developed as part of projects not financed through one of the National Housing Programmes.

Project Linked – War Veterans
Government subsidies are also available for War Veterans.

Finance Linked Individual Subsidy
The Social Housing Programme therefore applies only to “restructuring zones,” which are identified by municipalities as areas of economic opportunity and where urban renewal/restructuring impacts can best be achieved. The Programme also aims at developing affordable rental in areas where bulk infrastructure (sanitation, water, transport) may be under-utilised, therefore improving urban efficiency.

Rural Subsidy
The Rural Housing Programme only applies in areas of communal tenure and requires that tenure rights first be confirmed through the processes prescribed by the Minister of Rural Development and Land Reform. Furthermore, subsidies are only available on a project basis and are required to be flexibly applied to meet real needs.

Project Linked – Wheel Chair
Government subsidies are also available for residents with mobility challenges.

QUALIFICATION CRITERIA
• Lawfully reside in South Africa (i.e. citizen of the Republic of South Africa or in possession of a permanent residence permit).
• Are legally competent to contract (over 18 years of age or legally married/divorced or declared competent by a court of law and sound of mind).
• Neither the applicant nor his/her spouse may have previously benefited from government housing assistance.
• Have not owned fixed residential property.
• Have previously owned fixed residential property, but then applicant may only qualify for the purchase of a vacant serviced site.
• Persons must be married or habitually cohabit.
• Single persons must have financial dependants.
• Single aged persons, people with disabilities and Military Veterans without financial dependants may be assisted. Aged persons refer to, must comply with the criteria on the aged as defined by the Department of Social Development.
HUMAN SETTLEMENTS

Housing and education

Major rights ushered in after 1994

We are responsible for Housing Consumer Education, as housing is a major right ushered in by the new dispensation after 1994, said NMBM Senior Community Development Facilitator, Ncediswa Ngxishe.

According to Ngxishe, in Social Development Education and Administration (SDEA), they are a team of five facilitators, whose main task is to educate communities on housing and home ownership. They target people who reside in informal settlements and in situ upgrades, meaning, where there is development taking place without relocations.

“We also talk to home-owners and the gap market, that is, people living in complexes and flats like the Fairview and Walmer Links projects,” said Ngxishe.

Explaining the education component, Ngxishe said, “For instance, we inform people in informal settlements of new laws and rights. We inform them about how to capture people in the waiting list. Therefore, we cannot allow land invasion to happen.”

Home-owners are urged to refrain from selling their RDP houses. “When people sell their houses and go back to grab land to build shack, our employees will ensure the process is not illegal.”

Ngxishe said that the Municipality is a team of five facilitators and community leaders. They ensure that the process is done transparently and community leaders are not excluded. “The community leader is not necessarily a representative of a political party.”

In pursuit of this housing, the Municipality is helping to educate housing consumers about government housing products through its Housing Consumer Education Programme. This Programme also prepares housing beneficiaries to assume responsibility for their houses.

In the Nelson Mandela Bay Municipality, the programme is located within the Social Development, Education & Administration Sub-directorate in the Human Settlements Directorate.

This Sub-directorate is responsible for managing:

• Land invasions
• Informal housing settlements
• Relocation of families
• Education of communities on housing matters
• Social matters through social workers.

Housing Consumer target Market

Housing consumer education aims to empower the Municipality’s various housing consumer groups:

• Informal settlement dwellers whose houses are going to be built where they are (in situ).
• Informal settlement dwellers whose houses are going to be built elsewhere and who will be relocated to these areas.
• Existing housing beneficiaries.
• Gap market (that is, people who do not qualify for the government’s low-cost housing or mortgage bonds).
• Housing consumer education also caters for special groups like people with disabilities, Military Veterans, people living in backyards and people residing with extended family.

Holistic education

Building strong communities is a complex process and requires commitment from government and communities.

The Nelson Mandela Bay Municipality has developed a comprehensive guide that helps government, community and community leaders understand the complexity of housing consumer education:

Executive Director of Human Settlements a Visionary Leader

Administratively, the NMBM Human Settlements Directorate is led by a woman, Dynamic, visionary and committed, Nolwandle Gqiba, appointed in January 2017, is determined to bring back stability and direction to the Directorate, so long marred by reports of poor management, in-fighting, low staff morale and corruption.

Gqiba brings with her a wealth of experience – 20 years in the private and public sectors, in-ter alia as a Town Planner, as well as a Municipal Manager at Eastern Cape Municipality.

Her Turnaround Strategy for her Directorate focuses on getting buy-in, re-building team work and allowing staff members to have strategic input in the vision of the Directorate.

Land use applications are now processed in 4 months, while building applications are required to be finalised in 4 days.

“And we want to build houses!” Gqiba is determined to ensure that the Municipality receives back the housing delivery function currently undertaken by the HDA (Housing Development Agency) by 2019.

Rooting out corruption is a priority. “Now things are done by the book,” Gqiba said. “All my senior staff had to sign performance agreements. Task teams, regular meetings, a calendar for the year, and a transparent finance committee ensure the smooth running of the Directorate.”

Gqiba is eager to learn from the successes of other metro-politan municipalities, and has already completed a benchmarking exercise with the Johannesburg Metro, which has partnered with the private sector in delivering houses. “And we want to develop housing for various income brackets, not only RDP houses.”

A session has been planned with the banking and industrial sectors on best practices for the industry.

Other focus areas?

• “We are implementing a strong drive on consumer education – our residents need to be proud of their houses and take care of them!”
• “We need to tap into the expertise of industry. For example, Ford South Africa provides containers for the homeless – the so-called Blue Village. Slumlords and dilapidated buildings that are a haven for crime and gangsters beware! An Implementation Plan based on the NMBM Problem Buildings Bylaw is in place and on its way to Council. Once ratified, the owners of dilapidated buildings will be prosecuted if they do not comply with the By-law.”

Ms Nolwandle Gqiba, NMBM Executive Director of Human Settlements
Housing Delivery in the Bay
Proposed and ongoing projects

Housing in Nelson Mandela Bay is currently delivered by the Housing Development Agency (HDA) and the Provincial Government. However, the Nelson Mandela Bay Municipality also provides a limited number of houses in terms of older projects. It will be noted that all corners of Nelson Mandela Bay are served by these proposed or already ongoing projects.

As is evident from the graphs below, the HDA will build 2330 housing units in Nelson Mandela Bay in the current financial year (2017/18). The Provincial Government will build 100 housing units in terms of its Destitute Programme, while the Metro will build 402 housing units. In addition, the Municipality is also undertaking a number of projects to rectify defective housing units, with a target of 147 units to be rectified in the current financial year.

Houses to be built by Province in 2017/18:

<table>
<thead>
<tr>
<th>Project</th>
<th>Number of units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destitute Programme</td>
<td>100</td>
</tr>
<tr>
<td>Rosedale</td>
<td>06</td>
</tr>
<tr>
<td>Total</td>
<td>106</td>
</tr>
</tbody>
</table>

Houses to be built in Nelson Mandela Bay by the Housing Development Agency (HDA) in 2017/18:

<table>
<thead>
<tr>
<th>NO</th>
<th>Project name</th>
<th>Total Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Chatty 491</td>
<td>150</td>
</tr>
<tr>
<td>2</td>
<td>Chatty 1060</td>
<td>109</td>
</tr>
<tr>
<td>3</td>
<td>Joe Slovo West Phase 1</td>
<td>590</td>
</tr>
<tr>
<td>4</td>
<td>Joe Slovo West Phase 2</td>
<td>585</td>
</tr>
<tr>
<td>5</td>
<td>Soweto-on-Sea</td>
<td>100</td>
</tr>
<tr>
<td>6</td>
<td>Ethongweni</td>
<td>44</td>
</tr>
<tr>
<td>7</td>
<td>Walmer Area Q</td>
<td>02</td>
</tr>
<tr>
<td>8</td>
<td>KwaNobuhle</td>
<td>52</td>
</tr>
<tr>
<td>9</td>
<td>Bethelsdorp Rectification</td>
<td>77</td>
</tr>
<tr>
<td>10</td>
<td>Khayamandi Rectification</td>
<td>77</td>
</tr>
<tr>
<td>11</td>
<td>Khayamandi 1B (486)</td>
<td>200</td>
</tr>
<tr>
<td>12</td>
<td>Khayamandi Phase 2</td>
<td>160</td>
</tr>
<tr>
<td>13</td>
<td>Mandelaville</td>
<td>05</td>
</tr>
<tr>
<td>Total</td>
<td>2330</td>
<td></td>
</tr>
</tbody>
</table>

As previously explained, while the function to construct houses for local communities does not resort under the Nelson Mandela Bay Municipality, it has a number of supporting and supplementary activities around housing, providing erven with basic services like water and electricity, title deed registration, keeping housing list, etc.

Also, the Municipality is still building a limited number of houses in terms of older projects that have not yet been finalised.

Projects to be rectified by the Nelson Mandela Bay Municipality in 2017/18:

<table>
<thead>
<tr>
<th>Project</th>
<th>Rectification</th>
<th>R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malabar</td>
<td>31</td>
<td>1,693,917.00</td>
</tr>
<tr>
<td>Uitenhage Area 9</td>
<td>30</td>
<td>6,742,040.00</td>
</tr>
<tr>
<td>Uitenhage Langa Greenfields</td>
<td>65</td>
<td>15,281,599.00</td>
</tr>
<tr>
<td>Masanganawaneville</td>
<td>5</td>
<td>142,400.80</td>
</tr>
<tr>
<td>Uitenhage Area 5</td>
<td>15</td>
<td>1,104,815.00</td>
</tr>
<tr>
<td>Chatty 364</td>
<td>1</td>
<td>162,836.00</td>
</tr>
<tr>
<td>Total</td>
<td>147</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Project</th>
<th>Units</th>
<th>R</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe Slovo Uitenhage</td>
<td>78</td>
<td>42,141,293.00</td>
</tr>
<tr>
<td>Motherwell NU29</td>
<td>98</td>
<td>21,850,143.00</td>
</tr>
<tr>
<td>Missionvale</td>
<td>205</td>
<td>38,165,784.62</td>
</tr>
<tr>
<td>Rosedale</td>
<td>21</td>
<td>3,056,492.00</td>
</tr>
<tr>
<td>Govan Mbeki</td>
<td>2,505,383.28</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>132,846,503.70</td>
<td></td>
</tr>
</tbody>
</table>

Title deed registration

Since the subsidy programme started, the Metro has registered 99560 houses in the names of subsidy beneficiaries.

Five projects have been identified for hand over of title deeds during the month of July and August this year.

Many beneficiaries have already received their title deeds (including old stock houses and the housing projects). As at 31 May 2017, 8607 title deeds have been made aware that their title deeds are available for collection.

Beneficiary Management Chain
Title deeds are at the end of the beneficiary management chain. It is therefore critical to note that there are a number of role-players in the process that culminates in the delivery of title deeds. Before Social Housing registers a title deed, there are a number of issues that affect the slow delivery of title deeds. Beneficiary Management Chain is a problem in a number of clusters.

There are approximately 20 000 subsidy houses in the Metro that do not have title deeds. This is referred to as the registration backlog. The main reasons for this backlog are:

- Outstanding street names in certain projects.
- Outstanding (lack of) verification of beneficiaries.
- HSS (Housing Subsidy System) beneficiary approval list does not correspond with the occupant in the house.
- Invasion of houses, which is a problem in a number of projects across the City.
- This backlog is being addressed continuously. Recently, the Council has approved street names in the Chatty area, while officials have verified the beneficiaries of approximately 1000 houses, which are currently in various stages of registration.

REGISTRATION BACKLOG:

- Some of the measures that are to be undertaken to achieve this are:
  - Beneficiary lists have been provided to Ward Councillors in Ibhayi, Walmer, Langa Kabah, KwaNobuhle, Wells Estate and Motherwell, indicating the deeds not collected.
  - Delivery of “call notices”.
  - Pre-arranged visits to wards with high volumes of Title Deeds to be hand over to beneficiaries.

Ward 60 Cllr Mvuzo Mbelekane, Executive Mayor Athol Trollip and (centre) title deed recipient Thandiwe Nkonki

CLUSTERS IDENTIFIED FOR THE HAND-OVER OF TITLE DEEDS:
- Port Elizabeth Cluster
- Walmer Area XOU
- Kuyga/Rocklands
- Motherwell Cluster
- Motherwell Tyoks
- Wells Estate
- Chatty/Despatch/Uitenhage Cluster
- Chatty/Bloemendal
- KwaNobuhle
Report on title deeds

Pride in homeownership

A title deed is a legal document that reflects ownership of property. When a house is built and given to a beneficiary, a transfer takes place. The process of transfer is executed by the Deeds Office, through a Conveyancer.

A title deed is an extremely important document, as it is an owner’s proof of ownership. The value of a title deed is that it protects title to a property and facilitates market and financial transactions.

Key benefits of a title deed:
• Protects rights
• Records changes
• Facilitates property transactions
• Facilitates financial transactions

In addition, title deeds are important, as they provide individuals with an address, recognising the owner and his/her family as part of the Municipality. It enables ownership of the property to pass on to family members in the event of death.

From a municipal perspective, ownership obliges the owner to pay rates and service charges for services received, thereby contributing to the Municipality’s on-going sustainability.

The Nelson Mandela Bay Municipality’s situation:

Of these projects, Chatty 3 and 4 and Motherwell NU29 Phase 1 are affected by outstanding street names. This totals 3810 erven. A report to approve street names for Chatty 3 and 4 has been submitted to the relevant Committee. A report for NU29 will come to the Committee in the near future.

All of these projects are also affected by the outstanding verification of beneficiaries on site, although there has been some progress in this regard in the case of Missionvale and Wells Estate. This will result in more than 700 matters being sent to Attorneys shortly. Unfortunately, the verification of projects and beneficiaries has been lacking in the past 2 years. This has led to a lack of flow with registrations; however, improvement in this regard is being recorded.

In general, there has not been a problem with the performance of Council’s Attorneys once they have been instructed to do transfers. There are a few exceptions and attempts are being made to retrieve these instructions to reallocate the work.

Since 2012, 220 matters have been sent to Attorneys for rectification. This emphasises the need for proper verification of beneficiaries on site, as this often differs from the initial subsidy application, which is completed much earlier in the process.

It is also very difficult to edit subsidy information once the subsidy is approved. In many instances, letters are written to amend subsidy information, i.e. erf numbers or project numbers but it seems that this is not a simple process, which leads to the HSS not being corrected. This is the main reason for incorrect registrations.

During the 2015/16 financial year, 46 new instructions for rectification were sent to Attorneys, and during 2016/17 to date, a further 35 instructions were sent. It should be noted that rectifications can be done only where all the parties are available and willing to sign documents.

The Municipality has initiated a process of developing maps to clearly identify unregistered erven. This will be of great assistance in the process of verification.