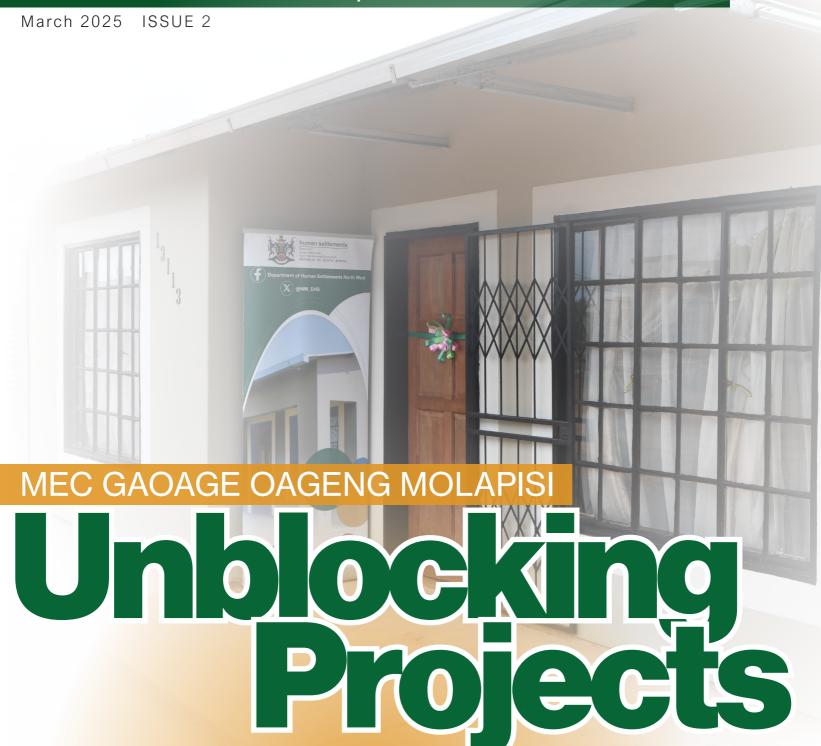




An Official External Newsletter for the Department of Human Settlements









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OAGENG GAOAGE MOLAPISI
MEC for Cooperative Governance, Human Settlements
and Traditional Affairs

We must work closely with all stakeholders including contractors to unblock all the blocked projects and move forward as one

Challenges
that we face
in our industry
should not deter
us from our
commitment
to deliver our
services to
beneficiaries

10



KGOMOTSO MAHLOBO HOD of Human Settlements



DINEO LOLOKWANE
Director Corporate Communications & ICT

...change the lives of South Africans especially people of our province.

# **EDITOR'S**COMMENTS

Dear colleagues and stakeholders

et me take this opportunity to welcome all of you from a restful, joyful festive season and compliments of the New Year.

Colleagues and stakeholders, as we close the last quarter of the 2024/2025 financial year, I would like to express my gratitude and appreciation to each and every one of you for your hard work, dedication, commitment and support that has been a force behind the progress registered by our department. We are ending the financial year with energy and vigour to excel on a high note.

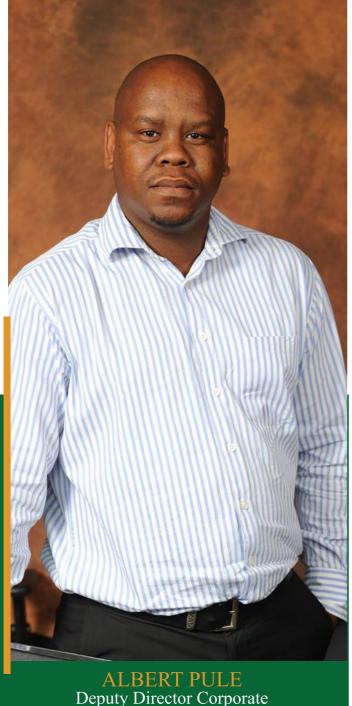
As we look to the future and the new financial year, let us focus on making this department an employer of choice so that we can achieve the mandate of the department and change the lives of South Africans especially people of our province.

I want to assure you that on behalf of management, we're committed to maintaining a culture of openness, transparency, and collaboration as indicated by the Batho Principles.

As we embark on this New Year, I want to leave you with a few pointers:

- We're stronger together, and our collective efforts will drive the success of this department.
- We'll continue to prioritize innovation employee well-being and satisfaction of our clientele.
- We'll stay agile, adaptable and responsive to the changing landscape especially given the challenges that the fiscus is facing

Here's to an incredible year ahead and adios.



## Communications & ICT

We value our relationship with all of our external stakeholders and appreciate the trust you've placed in us...

# **FROM THE EDITOR**

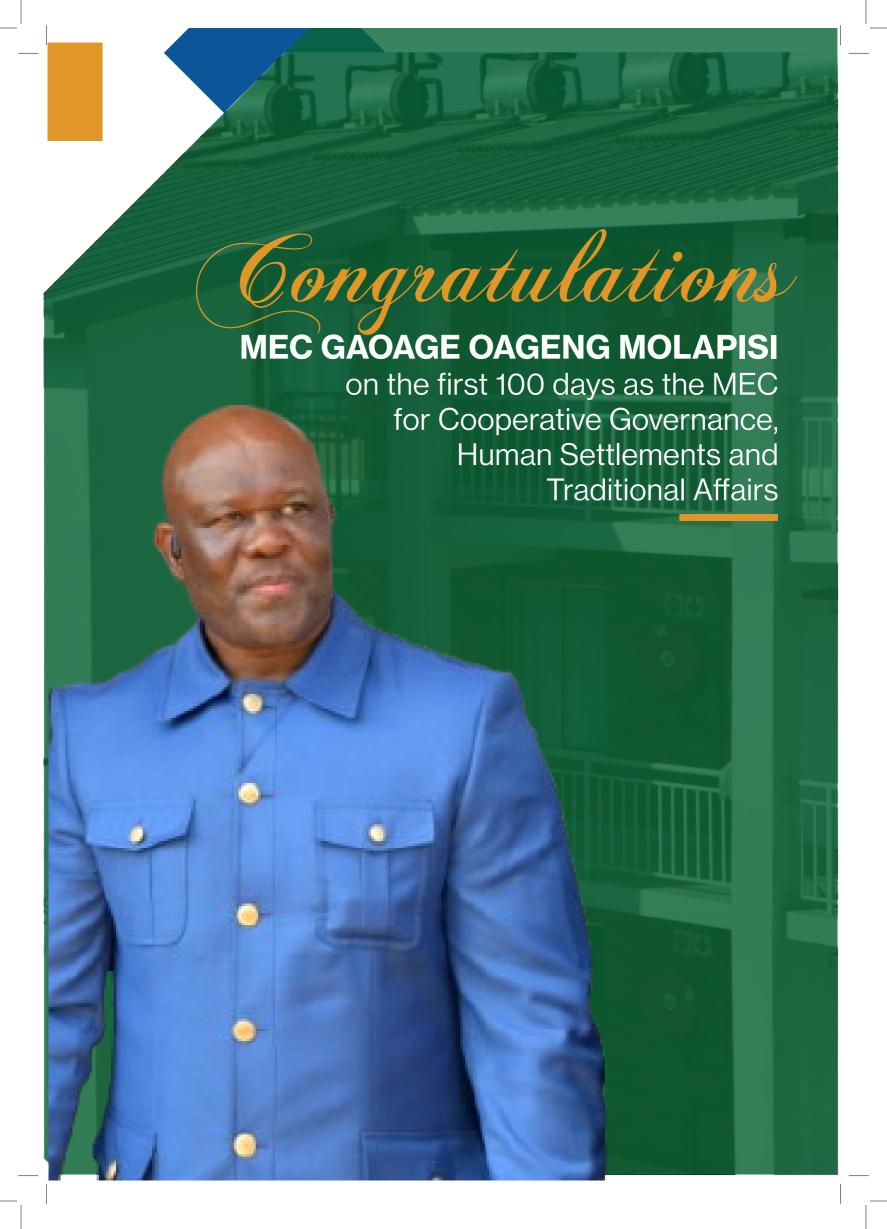
hank you for taking time from your schedule to engage with our publication, Moagi which is our second edition in the financial year 2024/2025. This is an important platform for us to convey our gratitude for your continued support in the work we do in our sector. Without you, we will not achieve the mandate of the department and we are grateful for the support.

As a leading source of reliable and accurate information, we remain committed to providing you with high quality unbiased content that is aimed at informing and engaging you as our reader. Our team of experienced and fresh reporters will work tirelessly to ensure that the content we produce reflect the successes that we have recorded as a department working together with all of you as our stakeholders.

We value our relationship with all of our external stakeholders and appreciate the trust you've placed in us to bring you cutting edge content like how our MEC Gaoage Oageng Molapisi performed in his first 100 days in office

You'll also read about the work done by the department to unblock blocked projects, there's also some snippets from our trips across the province via the provincial government's Accelerated Service Delivery Programme Thuntsha Lerole. Also in this edition, we warn people not to illegally occupy houses.

There's plenty more in this edition and we hope you'll enjoy in just as much as we enjoyed putting it together for you.





#### BY: ALBERT PULE

For the first 100 days of MEC of Cooperative Governance, Human Settlements and Traditional Affairs (COGHSTA) Gaoage Oageng Molapisi criss crossed the province handing over houses, title deeds, met with contractors and pushed for the acceleration of unblocking blocked projects.

After assuming his new role as MEC of COGHSTA Gaoage Oageng Molapisi hit the ground running by outlining his plans for the two departments. He was appointed to the portfolio as part of the seventh administration in June.

Among his top priority MEC Molapisi prioritised unblocking blocked projects and most of the unblocking happened at different Accelerated Service Delivery Programme (ASDP) Thuntsha Lerole. One of those is at Mabele-A-Pudi Village outside Rustenburg in the Moses Kotane Local Municipality. On that day, four houses were handed over to three beneficiaries namely Tshepo Tsheko, Johannes Mafora and Boitumelo Tsheko.

MEC Molapisi also took part in Mandela Day

# MEC Molapisis first 100 days yield positive results

activities where he was joined by the Mayor of Ramotshere Local Municipality, Head of Department and the staff of the department where they donated blankets, toiletry and other hygiene items. On the same day, MEC handed over two houses in Gopane Village in the same municipality.

Recently MEC Molapisi joined a delegation to the 12th session of the World Urban Forum hosted by the UN-Habitat in Cairo, Egypt. Among his activities in Cairo, he joined the former Human Settlements Minister Mamoloko Kubayi at the signing of a Contribution Agreement on the Financial Contribution on Government to the establishment of United Nations Human Settlements Country Programme in South Africa.

He has also handed over a house in Tigane as part of women's day programme, led departmental officials in celebrating the Nelson Mandela day in Dinokana and handed over houses in Gopane, continued to advocate for the prioritization of women, child headed households and people with disability and other vulnerable groups and fast tracked the construction of military veteran's housing projects.



EC of Cooperative
Governance Human
Settlements and Traditional
Affairs (COGHSTA), Gaoage
Oageng Molapisi recently held an
introductory meeting with
contractors in the Bojanala
Platinum District.

This meeting was aimed at addressing and discussing challenges faced by contractors and assessing the performance of housing projects around the region's municipalities.

MEC Molapisi reiterated that the blocked and incomplete projects are a nightmare. "There are multiple housing projects which are incomplete due to failure by contractors. This issue is a nightmare because funds go to waste and the department end up with high numbers of blocked projects than complete projects", said Molapisi.

MEC Molapisi further clarified that the department is underperforming and moving forward there will be a constant interaction with contractors to track their performances and issues encountered in every project.

MEC Molapisi further underscored the continuous criticism faced by department in the media and communities across the province.

"This failure of contractors to complete projects conveys a negative imagine of the department online and within communities.

The department staff are dedicated to ensure the provision of houses to communities is met but there are external forces which implicates the goal of the department", said Molapisi.

Head of Department Kgomotso Mahlobo stressed the issue of funds which continues to be a major issue affecting the department.

"The department is currently facing cost containment as a result of cut of funds from National Treasury. This, in turn makes it difficult for the department to cover every service at once since there are so many projects to cover every month", said Mahlobo.

She continued to ask contractors to utilize the available resources and funds wisely to achieve projects completion on time.

Chief Financial Officer Sylvia Mokhadi said despite budget cuts, the department will strive to pay contractors and will prioritise completions.

"The department, noting the budget cuts from national treasury strives to ensure no contractor is left behind. With the current budget, we can only divide the funds to all contractors to ensure we cater for everyone. As MEC Molapisi indicated, we are committed to ensure that services are being paid every month with the whole budget allocated ", she said.

MEC Molapisi accentuated that the constant interaction with contractors will not only build a better relationship but also help to identify potential ways to improve housing development in future. The department continues to strive for sustainable human settlements in the province.



he North West Department of Human Settlement remains steadfast on its commitment of unblocking blocked projects and ensuring that communities have quality houses.

As part of taking services to communities, the department through the Thuntsha Lerole Accelerated Service Delivery Programme handed over three (3) houses which were left unfinished by contractors who abandoned site.

The houses were part of the blocked projects around Matlosana Local Municipality. Departmental MEC Gaoage Oageng Molapisi applauded the department and the contractor who finished the houses for ensuring that families in need of quality houses are prioritised. According to the MEC, this shows that the department is moving in the right direction towards ensuring that the issue of blocked project becomes a thing of the past.

"I am happy to witness lives changing for the better through this provision of houses by the department. The ongoing working relationship of the department with contractors is a blessing, as it helps the department to meet its mandate and deliver adequate housing for those in need," said Molapisi.

MEC Molapisi also acknowledged the housing backlog that the department is faced with. He said that the department is having engagements with municipalities to address them.

Eighty-one (81) year old Johanna Jumar of Alabama location was full of excitement as she received keys to her new house. Johanna is currently staying with her three (3) grandchildren and the family depends on government's social grants and Johanna's old age grant.

"I lived in a shack for over 25 years and I have never imagined that one day my dignity will be restored like this. For all those years of heavy storms and winds all I could do was to have faith that one day I will have a proper house," said Johanna.

Another house beneficiary is Mr Frenkel Beqeke, a 64 year old father of two (2) from Kanana Location. Frenkel spent most of his life working at the mines and local filling stations before settling in Klerksdorp. Even though he has had an opportunity to work, Frenkel said he could not make enough money to be able to build a proper house for his family.

Frenkel said with the receipt of the new

house, he will now be able to sleep peacefully without having to worry about being blown by strong winds and heavy rainfalls.

In rendering services to communities the department aims to prioritise the provision of houses for the elderly citizens, child-headed households and to persons with disabilities. This is to allow beneficiaries to live in quality and beautiful households with comfort and security. The department also urged beneficiaries to take good care of their houses, emphasised MEC Molapisi.

The North West Department of Human Settlements wishes to extend great gratitude to all stakeholders and role players who continuously make it easier in continuing to deliver sustainable housing, provide security and comfort to communities, as the department remains steadfast in its commitment for accelerated delivery of sustainable settlements in the province.

The department also aims to combat the current housing backlog challenge that is faced by the department. The department will put more attention where intervention is needed and steadily provide housing to those who need to improve their living conditions.

# Human Settlements Completes Ruigtesloot housing project

#### Keorapetse Mosipidi

orth West Premier, Lazarus Mokgosi has praised the Department of Human Settlements for the completion of the Ruigtesloot Housing Project. Premier Mokgosi said this during the visit to the area to assess progress made on the construction of the houses and also to officially hand over keys to two (2) beneficiaries who have been staying in the nearby villages. He was accompanied by MEC for Cooperative Governance, Human Settlements and Traditional Affairs Gaoage Oageng Molapisi and Moretele Local Municipality Mayor Cllr George Manyeke.

According to Mokgosi, the completion and hand over of these houses marks a remarkable progress and further brings us closer towards restoring better living conditions for our citizens. Ruigtersloot is one of the villages within Moretele Local Municipality that is known for its inadequate settlements crowded by shack dwellers and mud houses. The condition of the poor housing construction in Ruigtersloot posed a threat to residents, as they have been previously struck by floods and winds since 2014 until now. This poor housing conditions puts the occupants' lives in risks of being harmed during the incidents caused by floods and

winds.

Premier Mokgosi further highlighted the importance of taking care of these new homes in-order to sustain the structures for the future generations. "As we continue to celebrate the development of living conditions in this community, the government pleads with beneficiaries to sustain this structures for future generations. We are committed to ensure individuals have a roof in their head in rains and winds. You can now live happily in your homes", said Premier Mokgosi.

Departmental MEC Gaoage Oageng



Molapisi also shared the same sentiments, citing that the completion of these houses signifies the restoration of dignity towards different families in this village. "We are grateful to see our community members celebrating the fruits of the government of this nation. We will continue to work hard in providing human settlements to our people and restore the dignity of families in our province," said MEC Molapisi.

New home owner, John Madoba, has been living with his family and two (2) children and in a small house within the village. The household has been surviving off the government social grants and Madoba's piece jobs around the village. For many years Mr Madoba wished to have a proper household for his children but due to the circumstances he faced he was unable to build a home from his pockets.

I have been staying with my parents and children for years but today marks a change in my life. I am finally proud to own a home and this moment restored back my dignity as a father. I am grateful for the government efforts in restoring our dignity through the provision of adequate housing in our villages

Another beneficiary, Rosina Belman could not contain her excitement for receiving a new home. Belman lived her whole life with her late husband and four (4) grandchildren in a small house. The family relied on child support grants and old age grants to make for survival. Belman is left with two (2) grandchildren, one in primarily school and the other in university to take care off. "This house signifies the government efforts in restoring our dignity. My family can now sleep peacefully in a warm household. I am grateful and proud to be a house owner after so many years of living in extremely difficult conditions", expressed Belman.

The department is committed to ensure communities are safe through the provision of quality housing. In the midst of shortage of funds to unblock blocked projects, the department will continue to utilise the available resources to improve housing in the province.

## Department warns against



#### Kagiso Masoko

f you occupy a house illegally, you'll face the might of the law. This is a message from the North West Department of Human Settlements.

In recent times, a group of people would organise themselves then forcefully occupy completed houses without following proper and legal routes. According to the department, this act is not only unlawful but also affects the department's processes of fast-tracking the delivery of houses to rightful beneficiaries.

Head of Department, Kgomotso Mahlobo says the illegal or unlawful occupation of government subsidised houses takes place when a person or group of people find settlement in houses that does not belong to them or those they are not beneficiaries of.

"The illegal occupation houses is unacceptable and undermines the rule of law. Such actions deprive deserving citizens of rightful housing and prolong inequality. Moreover, Illegal occupation compromises the integrity of

government housing programs," said Mahlobo.

She added that the department will take action against those found to be occupying government houses illegally. "As the government, we are going to intensify our processes and protect legitimate beneficiaries. We also urge our communities to report illegal occupation to prevent further exploitation.

During the development of housing projects there are often cases of illegal occupation of houses reported to the municipalities by communities. These illegal house occupation causes conflict amongst communities and municipalities

The department will implement monitoring systems to prevent illegal occupation. This, in turn will increase transparency and accountability in government housing programmes and provide alternative housing solutions for those in need.

This issue is addressed to ensure both communities and municipalities fight to combat the illegal occupation of houses. The department alerts communities to always be alert in the housing projects around their areas in order to identify corruption, scams and illegal occupation of houses. Individuals must contact the municipalities on such issues as soon as possible to ensure



MEC for Cooperative Governance, Human Settlements and Traditional Affairs, Gaoage Oageng Molapisi, has appointed interim board members for the North West Housing Corporation (NHWC) with effect from 01 April 2025 until a new board is appointed.

The MEC has made appointments in terms of Section 3(2) of the North West Housing Corporation Act No. 24 of 1982. The primary mission of the NWHC is to provide housing through development and property management.

MEC Molapisi appointed the following interim board members:

Dr Manketsi Mamoabi Emily Tlhape

Mr. Kabelo Daniel Mataboge

Ms Wendy Joy Nelson

Ms Dikeledi Moagi

Mr Ntobo Damelord Samuel Tsagae

Ms Saboeng Sarah Nkatlo

Mr Seatlathebe Ephraim Lepomane

Ms Nomtsama Lenah Miga

In terms of Section 3(2) of the Act, MEC Molapisi has designated Dr Tlhape as the Chairperson of the interim board, with Mr Mataboge serving as Deputy Chairperson.

The interim board has been directed to lead review of the current Act; and kickstart the process of filling the vacancy of the CEO, as the tenure of the incumbent ends in July 2025. Immediate focus will also be on the Smart and Mega Cities Project, including the Mahikeng Student City.

MEC Molapisi wishes the interim board well in its efforts to assist the housing development mandate in the province.



he MEC for Corporate Governance, Human Settlements and Traditional Affairs, Gaoage Oageng Molapisi recently visited Hands that Care Old Age Home at Dinokana Village, in Ramotshere Moiloa Local Municipality to donate blankets, groceries, toiletries and sanitary packs.

The visit to the centre was part of the department's efforts of changing people's lives and restoring their dignity. According to the MEC, the department has partnered with the private sector in order to do something meaningful as part of giving back to communities.

Hands that Cares Old Age Home was founded in 2006 by Ms Gadifele Sebogodi and operates as a non-profit making organisation which renders social welfare services to elderly people, middle aged people, people living with disability and destitute people. They provide the victims with access to shelter, provision of nutritious food, emotional support and other essential services in order to ensure the physical,

psychological, and spiritual well-being of fellow citizens.

Gadifele thanked the department and all stakeholders involved for the donations they received. She said the gesture came as a surprise to them as they did not expect anything nor made applications to any institution for assistance.

The MEC was joined by Ramotshere Moiloa Local Municipality Mayor Cllr Dinah Pitso, Head of Department Kgomotso Mahlobo and departmental officials who also lent a helping hand to the centre by cleaning the yard. Mahlobo thanked the officials for their selfless contribution towards this day. On the other hand the department also donated 33 blankets, grocery items and hygiene packs to the centre.

In addition, MEC Molapisi also handed over two (2) newly built houses to the Morubane and Phejane families at Gopane Village. This is part of the MEC's programme of unblocking all the blocked projects across the province. Both beneficiaries expressed appreciation to the gesture bestowed upon them. The

families said their living conditions have been improved as they now have warm and safe houses above their heads.

I want to
thank you for
remembering us,
this is testament
that indeed
our good work
is noticed out
there.



# Department workshops municipalities on process of accreditation

#### Keabetswe Sejanamane

he North West Department of Human Settlements (DHS) in partnership with the National Department of Human Settlements (NDHS) conducted a workshop on the revised National Accreditation Framework. The revised framework is aimed at enhancing municipal capacity, efficiency and service delivery.

In his opening address, Chief Director for Stakeholder Engagement and Development, Tshepo Phetlhu indicated that most municipalities are not familiar with policies and legislation relating to municipal accreditation as they are regarded as one of the most important legislation in human settlements. "The department will ensure that municipalities are provided with capacitated and information on such legislation and all departmental programmes" he

The accreditation programme also aims to enable municipalities to manage housing programmes to allow for a better coordinated and accelerated housing delivery.

The programme also drives the economy of the municipality and also allows for community involvement on matters relating to human settlements delivery.

Sipho Malwane from Stakeholder Engagement and Capacity Building indicated that there are eight municipalities in the province that have been placed the programme, these municipalities will be given the platform to demonstrate the capacity to plan, budget and implement projects on a sustainable basis. Municipalities will have to ensure that they satisfy a certain criteria and standards as outlined in the assessment tool.

Mukondolela Mulisa from the NDHS stated that the programme was established to provide guidelines to municipalities to administer housing programmes.

This is a capacitation programme and it is important for the NW DHS to have monitoring and

evaluation systems in place to be able to monitor the performance of accredited municipalities."

Malwane encouraged municipalities to ensure that they understand and outline challenges faced in their respective municipalities. Mr Malwane also emphasised how the department determined to support municipalities with information to ensure that they understand and know what is expected from them.

"We need to have a clear understanding about our roles and responsibilities and also work in an integrated manner to ensure that services rendered are to communities. The department is establish the provincial steering committee to strengthen legislation understanding and processes relating municipal accreditation", said Malwane



## New Members of the North West Rental Housing Tribunal

MEC for Corporative Governance, Human Settlements and Traditional Affairs, Gaoage Oageng Molapisi has appointed new members of the North West Housing Tribunal. The appointment follows the end of the three year term for the previous members who served from 2021.

The Rental Housing Tribunal is established in terms of the Rental Housing Act 50 of 1999 and is responsible for resolving complex rental issues across the North West Province and also facilitate conflict resolution as well as establishing sound relations between tenants and landlords in the rental sector.

Welcoming the new members, MEC Molapisi congratulated the members and wished them well in their new responsibilities. According to MEC, the department will utilise their expertise in resolving conflicting issues between landlords and tenants, and avoid any unfair practices within the rental sector and many others.

MEC Molapisi also encouraged the members to work as a team and called on the members

to work across the clock as conflicts happen from time to time. MEC Further urged the members to avoid unnecessary postponement of cases due to the cost containment that the department is faced with.

MEC Molapisi assured the members that they will have departmental support and that he has confidence in them in handling challenges that they will be confronted with during their three year term.

The new members will be led by Kagiso Mike Khaoue as Chairperson who assured the MEC and the department that they will strive to ensure they deliver as per their mandate, as well as to comply with all the prescripts of the law. Other members of the Tribunal include Advocate Matshidiso Mogale as Deputy Chairperson, Mr Goitsemodimo Seleka, Ms Bafedile Shuping and Attorney Tlotlo Kegakilwe.

The tribunal sets out guidelines to be followed when parties enter into a rental agreement. It is again tasked to promote stability in the rental housing sector by resolving disputes that may arise from time to time. Issues such as house rules set out by landlords, receipts for rental payments, services cut-offs' without a court order, withholding of tenants possessions, overcrowding and subletting, exploitative rents, service charges and damage to property are general conflicts that cause disputes between the landlords and tenants. Such challenges are mostly resolved through the Rental Housing Tribunal.



The Portfolio Committee on Cooperative Governance, Human Settlements and Traditional Affairs concluded its oversight visit to assess the provision of houses and also progress of unblocking housing projects in the Dr Ruth Segomotsi Mompati District.

Chairperson of the Portfolio Committee, Kgalalelo Makgokgowa commended the Department of Human Settlements on the good job they have done. She said that the housing projects that the department has unblocked are on the verge of completion and that showed commitment on the side of the department.

"I have minimal complaints on what we actually found on the housing projects that the department has unblocked, what I can say is that for the department to continue doing this hard work and to work together with the portfolio committee to make sure that

our citizens get access to proper and decent houses," said Makgokgowa.

MEC for Human Settlements in the North West, Gaoage Oageng Molapisi, also expressed his satisfaction, however calling on more collaboration between municipal and departmental officials in ensuring proper service delivery.

There has to be proper coordination between both spheres of government. We all have same goal of delivering houses with basic services to our communities. We must do all this guided by the district development model as directed by the president.

Director for Dr Ruth Segomotsi Mompati District in the Department of Human Settlements, Mpho Jaards added that despite the challenges of budget cuts that has affected the performance of the department, they are working tirelessly to ensure that service delivery is not affected in the housing delivery.

"This is a continued effort by the department to afford our communities to benefit by building them appropriate houses so as to sustain their livelihoods," said Jaards.

The department has prioritised working together with the portfolio committee to speed up the completion of unblocking housing projects across the province.



BY: TEBOGO SERAI

Housing backlog in the military veterans housing will soon be the thing of the past in the North West Province.

Military Veterans Champion Orapeleng Tabile committed that the department will deal with the backlog during a recent session which aimed at addressing backlog and challenges in the construction of the houses for military veterans.

The programme is one of the initiatives that the department is in collaboration with National Department of Military Veterans, National Department of Human Settlements and municipalities rolling out throughout the province.

Tabile acknowledged the backlog and pointed out that the department has already built six houses in Bapong Village and will be completed and handed over to beneficiaries.

One of the beneficiaries identified is Mosiiwa Sekhutle, a 61 year old man who worked for former Bophuthatswana Defence Force (BDF) for a period of ten years and later joined the South African Defence Force (SANDF) for three years. "I am happy because I have been living in my family home and I can't wait

The other beneficiary is a 54-year-old Daniel Mandlane who also worked for both the BDF and SANDF. Mandalane is married with three children and was born and bred in Bapong Village "I would like to thank the department for building a house for me and my family, I never thought I would see this day, I am really

thankful." said Mandlane

Jacky Mamabolo, from the National Department of Human Settlements, advised the department to ensure that they have more projects so that they can deal with the backlog.

"The department must ensure that they extend the scope of work to existing contractors rather than appointing new contractors to avoid delay and under-performance, appointment of new contractors takes a long time because it is a process and this causes unnecessary delay," said Mamabolo.

Tabile similarly indicated that despite challenges faced by the department, for the current financial year the department has planned to build about 86 Military Veterans' houses in the province. He added that the department will comply with policy governing the Military Veterans Housing programme in terms of projects roll out.

















# FIRST HOME FINANCE

# Take advantage of the first home finance programme

BY: KEORAPETSE MOSIPIDI

If you or your spouse have got a combined income of between R3501 and R22 000, the department of Human Settlements would like to help you buy your first property through a programme called First Home Finance (FHF). The First Home Finance replaces the Financed Linked Individually Subsidy Programme (FLISP) and Help-Me-Buy-A-Home and was introduced by the National Department of Human Settlements to assist first time home owners with a once-off housing finance subsidy up to R130 000 by enabling them to qualify to build or buy their first homes on affordable basis.

Director for Subsidy Claims and Deeds Administration, Hitekani Mhlongo says the department will soon go on a drive to ramp up its marketing of the FHF to give more people an opportunity to access the funding from the department.

"We need to increase marketing campaigns through existing government programmes, municipalities, communities, retail centres by collaborating with the department's Housing Consumer Unit, the Department of Economic Development's community enhancements and also Roadshows that are conducted in

various areas in the province on a regular basis to create awareness," said Mhlongo.

Out of the annual target of seventy (70), the department has in the previous financial year assisted twenty-eight (28) beneficiaries to become first time home owners.

MEC for Cooperative Governance, Human Settlements and Traditional Affairs, Gaoage Oageng Molapisi urged communities to make use of this programme, as it can benefit them significantly. "This is a concern to us that people do not apply for this assistance and we appeal to those who qualify to come forward," MEC added.

Eligible beneficiaries should earn between R3 501 and R22 000 per month combined if one has a spouse. The revised programme also caters for beneficiaries who are not approved for home loans but intend to among other options, build their own houses in rural areas and cities' serviced sites.

The First Home Finance can assist beneficiaries that raise financial resources through various means such as cooperative and community-based saving schemes e.g., stokvels to apply for government financial assistance.



The North West Housing Corporation (NWHC) has appointed four debt collectors to collect it's debt from tenants who owe the corporation.

The debt collectors Lesego La Marengo Group, MHRB Debt Collection, IBC Forensic and Recovery, and SL Debt Recovery will manage the collection of overdue rental and purchase debt across NWHC's housing portfolio.

The appointment of the debt collectors is part of NWHC's ongoing efforts to improve financial management and efficiency in the recovery of outstanding debts, particularly in relation to legacy properties where arrears have accumulated over an extended period. The service providers will be tasked with several key responsibilities to ensure that all outstanding debts are recovered. They will begin by identifying individuals and entities with overdue payments, utilizing various tools such as credit bureau information, background checks, loan documents, and other available resources.

This will allow the service providers to trace tenants and homeowners who have not made payments and work to establish suitable repayment plans and terms.

Additionally, the service providers will be responsible for assisting debtors by offering referrals to debt counsellors where necessary.

They will also be required to report delinquent accounts to credit bureaus and clear the records once debts are paid in full. Monthly reports on debt recovery efforts will be provided to NWHC, ensuring transparency and oversight throughout the process.

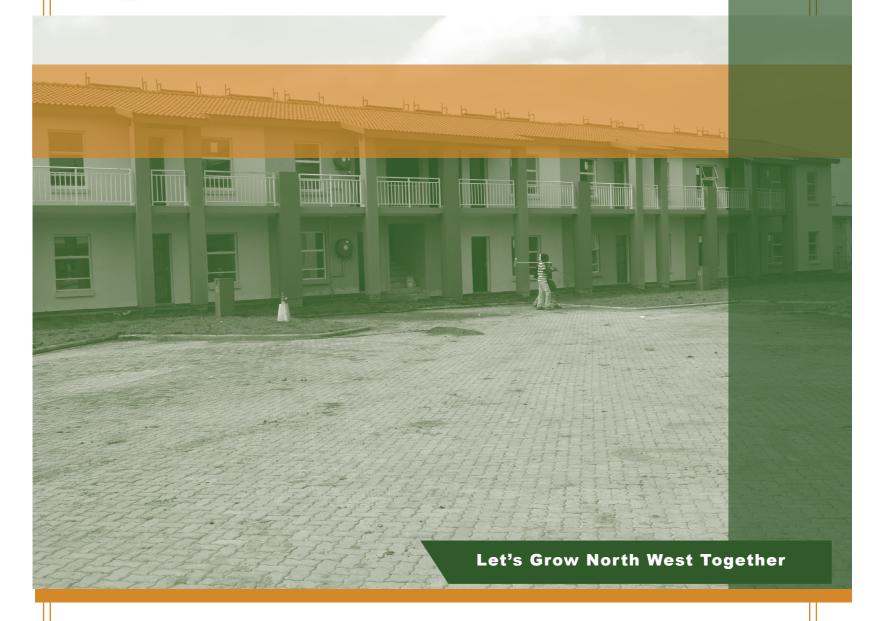
In addition, they will help maintain up-todate records of all tenants and homeowners, issuing monthly rental payments and balance statements for those on instalment plans. They will also handle tenant queries and ensure that the Debt Management System remains accessible to NWHC at all times for monitoring and reporting purposes.

This initiative focuses on the recovery of arrears that have built up over time on legacy properties, which are debts that have not been settled for an extended period. By bringing in specialized debt collection services, NWHC aims to recover critical funds necessary for the continued provision of housing services and the management of future housing projects.

As part of their role, the service providers will work closely with the Small Enterprise Finance Agency (SEFA) and NWHC's legal team to assess and manage arrear debts. They will conduct audits, identify potential write-offs, and engage with debtors through various communication methods, including reminders via phone, SMS, email, or fax. If necessary, they will issue 24-hour notices and negotiate payment arrangements that align with NWHC's policies. They will also monitor the progress of payment agreements, following up on any defaults and liaising with legal services when eviction processes or enforcement of judgments become necessary.

NWHC remains committed to supporting tenants and homeowners throughout this process. We encourage all tenants to contact the NWHC Debtors and Revenue Unit if they have any concerns or questions regarding the debt collection process or available repayment plans. We trust that this initiative will lead to the successful recovery of outstanding debts and enable NWHC to continue serving the housing needs of our community.







North West Department of Human Settlements





