



RESTORING DIGNITY THROUGH HUMAN SETTLEMENTS

WHAT WE PLAN TO DELIVER IN 2026/2027

By Tuso Zibula

As South Africa commemorates thirty years since the adoption of its democratic Constitution, the Department of Human Settlements has reaffirmed its commitment to improve the lives of citizens through the delivery of sustainable human settlements.

Presenting the 2026/2027 Budget Vote, under the theme “Restoring dignity through sustainable human settlements”, the Minister of Human Settlements, Thembi Simelane, emphasised that housing remains central to the country’s constitutional promise of dignity, equality and social justice.

[Continue on the next page](#)



human settlements

Department:
Human Settlements
REPUBLIC OF SOUTH AFRICA





The Minister stated that the government strongly believes that “housing is more than a shelter but a tool for dignity, social justice, and improved quality of life”. This principle supports the department’s priorities for the current financial year as it works to address the country’s housing backlog, improve service delivery and expand access to housing opportunities.

South Africa continues to face several challenges, mainly, the housing backlog of approximately 2,6 million households. Rapid urbanisation, economic migration, natural disasters and limited resources are exacerbating this moving target. Despite these challenges, the department remains focused on achieving the targets outlined in the 2024-2029 Medium Term Development Plan (MTDP).

“The targets are not optional”, the Minister told Parliament. “They are a Constitutional obligation”. This commitment is reflected in the delivery targets set for the current financial year.

A major priority is the delivery of 39058 fully subsidised housing units, also known as the Breaking New Ground (BNG). The department also plans to complete 25186 serviced sites to prepare land for future housing development and ensure communities have access to essential infrastructure and services.

“The targets are not optional”

Minister Thembi Simelane

The department has further committed to delivering 2878 social housing units, with 2000 of those units expected to be fully tenanted during the year.

Home ownership remains another key area of focus. During the current financial year, the department aims to register 21 918 title deeds, giving beneficiaries legal ownership of their properties and enhancing security of tenure. Title deeds remain one of the most important tools for empowering families and creating opportunities for intergenerational wealth.

Minister Simelane also underscored that the department will also continue to help the missing middle to buy or build homes through the First Home Finance, with 11 358 expected to be approved between April 2026 and March 2027.

Addressing stalled and blocked housing projects is another priority. During the previous financial year, 85 of 212 projects were successfully unblocked, resulting in the delivery of more than a thousand housing units. Building on this progress, government now aims to unblock over 100 projects nationwide.

The Minister was unequivocal about the need for accountability. "Every blocked project must now move from diagnosis to completion", she said. "Every stalled project must have a clear recovery path". She

further stressed that "where contractors fail, there must be consequences".

While the department remains focused on housing delivery, the Minister acknowledged the severe fiscal constraints facing the sector. Budget reductions amounting to just over R20 billion over the Medium-Term Expenditure Framework (MTEF) are expected to impact on housing delivery programmes.

Nevertheless, the department remains determined to maximize available resources and strengthen partnerships with strategic stakeholders, including development finance institutions and the private sector.

Reflecting on the challenges ahead, the Minister noted that "we have no other choices but do more with less", adding that this requires government to "be more innovative, work smarter and leverage on every cent we spend".

As the Minister concluded, "this budget is not merely about allocation. It is about delivery, dignity and transformation". Those words capture the department's mission for the current financial year and years ahead in ensuring that every investment translates into meaningful improvements in the lives of deserving and qualifying South Africans and advances the constitutional promise of adequate housing for all.

The Department of Human Settlements has been allocated **R26.972 billion for the 2026/27 financial year to advance sustainable human settlements, address the housing backlog, and improve access to adequate housing for South Africans.**



Conditional grants allocation: R23.679 billion

- Provincial departments: **R15.183 billion**
- Metropolitan municipalities: **R8.486 billion**



Some of the 2026/2026 Targets

- Housing Units: **39 058**
- Serviced sites: **25 186**
- Social housing units: **2878**
- Fully tenanted social housing units: **2000**
- Eradicated mud houses: **6950**
- Title deeds registered and transferred to the beneficiaries: **21 918**
- Unblocked projects: **195**
- Military Veterans Housing Units: **744**
- Approved First Home Finance subsidy applications: **11 358**

Opening doors in Human Settlements

By Kamogelo Gaokgwathe



The Department's commitment to transformation extends beyond housing delivery. It also seeks to ensure that the previously marginalised can participate meaningfully in the economic opportunities created by the human settlements sector.

From construction and infrastructure development to property management and housing finance, the sector provides opportunities for entrepreneurs and professionals to build businesses, create employment and contribute to the development of sustainable communities.

Across the human settlements portfolio, entities continue to support transformation. This is done through procurement opportunities, supplier development programmes, professional development initiatives and sector support interventions.

The stories that follow illustrate how these opportunities are making a difference in the lives of young women who are helping to reshape industries that have historically been difficult to access.

“

*When you empower a woman,
you empower a nation*

African Proverb

”





Ntsole’s drive to succeed

A standout highlight in the 2024/2025 annual report of the National Housing Finance Corporation, is that R59 million was disbursed to designated groups, including women and youth.

Continuing with its mandate to drive inclusive economic participation, the entity awarded Monakato Capital with a R300 000 Supplier Development Grant. The funds were used to buy a delivery vehicle for the 100% woman owned business in March 2026.

The owner, Boikgantsho Ntsole, did not set out to run a procurement business. She inherited one. When her father, who had hoped to run a glass and hardware store in Monakato, North West, fell ill, she stepped in and transformed the vision.

Monakato Capital now provides procurement solutions, including the supply of personal protective equipment (PPE), branding services, and building maintenance for a diverse client base across the public and private sectors.

Ntsole had previously supplied the NHFC with safety boots and was notified when the funding window opened. She applied and qualified for the grant on merit.

Before the grant, the enterprise relied on couriers and ad hoc transport arrangements, resulting in high operational costs and constraints. The

grant covered a fully licensed, insured and branded delivery vehicle.

In just under 3 months of receiving the vehicle, Ntsole confirmed an increase in operations. “Since receiving the vehicle, I am now in control of the collection and delivery logistics, and most importantly, I can and have been busy with delivering larger quantities of PPE”, said Ntsole.

As further testament to the tangible impact of the investment, the business was also able to hire a young, unemployed varsity graduate.

Through practical enterprise support of this nature, the NHFC shows how policy, when implemented, drives real change.

“

My dream is not only to grow my business but one day to help build affordable housing for families living in overcrowded homes and who face the same challenges I experienced growing up

”

Boikgantsho Ntsole

Continue on the next page

A Master in Property – Meet Palesa Ngwenyama

Only 30% of previously disadvantaged individuals are represented in the national demographic profile of property practitioners. Enter Palesa Ngwenyama, a 27 year old Master Property Practitioner and owner of Ilanga Properties (real estate agency) and Ilanga Property Management (managing agency) based in Mpumalanga.

Ngwenyama had no idea that real estate was a career when she was in high school. A chance introduction to the industry followed by training from her former high school senior changed that.

Just like the youth of 1976, who challenged the status quo, she is establishing herself as a force in the previously male-dominated real estate business. Her portfolio currently covers 35 residential units across the province, including a nine unit development in White River and a four unit property in Mbombela.

Backed by the belief that her future is in her own hands, in May 2025, Ngwenyama applied and was appointed to the Community Schemes Ombud Services (CSOS) Panel of Executive Managing Agents in Mpumalanga. She is one of three managing agents in the province and the youngest.

A managing agent is a professional or agency hired by trustees of a community scheme to manage the daily administrative, financial and operational requirements

of a property.

Belonging to the CSOS panel is voluntary; however, the entity tracks the progress of its EMA panel members and recognises the significance of what Ngwenyama represents. “CSOS recognises the critical role of professional managing agents in sustaining well governed, compliant community schemes, while advancing transformation through ethical, transparent and inclusive management practices across the sector”, the organisation said.

One of the highlights of Ngwenyama’s property journey was her participation in the 3rd Annual CSOS Indaba 2025, where she exhibited alongside long-established organisations. “For a growing business like ours, visibility and exposure are incredibly important. Sometimes, all it takes is getting your name out there for the right people to notice your work and your vision”, said Ngwenyama.

From not knowing about real estate to believing property is in her DNA, Palesa is now completing qualifications with hopes of launching a training academy for new entrants to the market. She also plans to grow her portfolio to 250 units and manage social housing projects in the province. The future is indeed bright for Ilanga Properties.

Transformation Beyond Targets

Transformation is often measured through procurement statistics, compliance reports and performance indicators. While these measures remain important, the real impact is reflected in the people behind the numbers.

The experiences of Boikgantsho Ntsole and Palesa Ngwenyama demonstrate how access to opportunities can contribute towards business growth, job creation and greater participation by women in sectors that have traditionally been underrepresented.

For decades, doors to the economy were closed to women and other designated groups. Transformation is about opening them and these stories show that it goes further than that. Those who walk through must be supported to succeed, so that they can hold the door open for the next person.

Citizens Shape the Law: Public Voices Take Centre Stage in PIE Amendment Bill Consultations

By Zamathenjwa Nene and Boitumelo Busang

As South Africa marks 30 years of constitutional democracy, ordinary citizens were called upon to help shape the country's laws through public participation on the proposed Prevention of Illegal Eviction from and Unlawful Occupation of Land (PIE) Amendment Bill.

The Department of Human Settlements hosted public information sessions across the country to engage communities on the proposed changes to one of the significant housing and land laws.

The process reflects one of the Constitution's most important principles: that democracy extends beyond voting and includes meaningful public participation in decisions that affect people's lives.

What is the PIE Act?

The Prevention of Illegal Eviction from and Unlawful Occupation of Land Act, commonly known as the PIE Act, was enacted in 1998 to protect people from unfair evictions and to address the injustices of forced removals enabled by past discriminatory laws and practices.

The law requires that evictions follow a legal process and that courts consider the circumstances of those facing eviction before granting an eviction order. It also seeks to balance the rights of property owners with the constitutional right to access to adequate housing.

Why is the Act Being Amended?

Nearly three decades after the law was introduced, the government says new realities have exposed gaps that need to be addressed. The proposed amendments seek to strengthen



Eastern Cape



the law's response to illegal land invasions, improve court processes, provide greater clarity on alternative accommodation, enhance the protection of vulnerable groups, and strengthen measures against organised land invasion syndicates.

The Department says the amendments are also intended to create greater certainty for municipalities, communities, property owners and unlawful occupiers when disputes arise. **In simple terms, the Bill attempts to answer difficult questions that have become increasingly common in South Africa:**

- What happens when land or property is occupied unlawfully?
- Who is responsible for providing temporary accommodation?
- How should courts balance housing rights and property rights?
- How can vulnerable people be protected during eviction proceedings?
- How should authorities deal with organised land invasion syndicates?

Demystifying the Legal Language

For many South Africans, legal terminology can feel intimidating. The public information sessions focused on breaking down complex legal concepts into everyday language.

"Unlawful occupation" refers to occupying land or property without the owner's consent or a legal right to do so.

"Eviction order" means a court decision authorising the removal of people from a property.

"Alternative accommodation" refers to temporary

or emergency housing that may be provided when people facing eviction have nowhere else to go. "Vulnerable groups" generally include children, elderly persons, people living with disabilities and households headed by women, whose circumstances must be carefully considered by courts.

Through these explanations, communities are being empowered to engage with the proposed law from an informed position rather than feeling excluded by legal jargon.

Public Participation in Action

The public information sessions have highlighted both the diversity of opinions and the importance of creating spaces where citizens can engage directly with policymakers.

Many attendees have expressed concerns about the growth of informal settlements, land invasions and housing backlogs, while others have stressed the need to protect vulnerable families from homelessness.

Community members welcomed the opportunity to ask questions directly and better understand how the proposed amendments could affect their communities.

Some participants argued that stronger measures are needed to prevent unlawful occupation of land, while others emphasised that housing challenges cannot be addressed through enforcement alone and require accelerated delivery of housing opportunities.



KZN





Limpopo



Northern Cape

The discussions reinforced that housing remains one of South Africa's most pressing social issues and that communities want to be part of shaping solutions.

What Happens After the Public Comments Are Submitted?

Comments on the Amendment Bill were closed after a 60-day period, which ended on the 16th of June 2026.

The Department will review and analyse the comments received from individuals, civil society organisations, municipalities, housing stakeholders and community groups. The feedback will help inform revisions to the Bill before it proceeds through the legislative process. Thereafter, the proposed legislation may be refined and ultimately tabled before Parliament for further consideration and debate. Public participation does not end with the information sessions. Every written submission forms part of a broader democratic process designed to ensure that legislation reflects the lived realities of South Africans.

Human Settlements at the Centre of Democratic Participation
The PIE Amendment Bill process demonstrates how the Department is not only a housing delivery institution but also a facilitator of democratic engagement. Citizens were afforded the opportunity to participate directly in the development of laws that affect housing, land rights and human dignity.

This approach aligns with the spirit of the Constitution, which recognises housing as a fundamental human right and places public participation at the heart of democratic governance. As South Africa reflects on three decades of constitutional democracy, the consultations served as a reminder that the Constitution is not a static document. Its values continue to be realised when citizens actively participate in shaping the laws that govern their lives.

In pictures: Hundreds of South African citizens braved the cold weather conditions and came out in numbers to have their say on the PIE Amendment Bill. Below are pictures of the information sessions that took place across all 9 provinces.



North West



Mpumalanga



Western Cape



Gauteng



22 April 2026 Government Service Delivery Programme in KwaZulu-Natal Minister of Human Settlements, Thembu Simelane, together with Minister of Defence and Military Veterans, Angie Motshekga, and KwaZulu-Natal MEC for Transport and Human Settlements, Siboniso Duma, handed over houses to Military Veterans and 500 title deeds to qualifying beneficiaries in uMshwathi.

“Ningazidayisi Izindlu Zenu ze-BNG,” Kuncenga Abahlomulayo

Ngu Zamathenjwa Nene

Editor's Note:

In our ongoing drive to engage our readers in their home languages, we begin with a story from the Umswathi Local Municipality in KwaZulu-Natal. We share a powerful message from local housing beneficiaries on valuing subsidised homes as generational wealth.

Ezinyangeni ezedlule kube nezingxoxo eziningi ezweni lonke mayelana nokudayiswa kwezindlu ze-BNG ngabanye abahlomulayo, okuyinto ephakamise imibuzo ngokubaluleka kokuvikela lezi zindlu njengefa lemindeni nezizukulwane ezizayo. Nakuba

umsindo usunciphile, umyalezo ovela kubahlomulayo baseMshwathi Local Municipality eKwaZulu-Natal usaqinile: izindlu zikahulumeni akufanele zibhekwe njengempahla yokudayisa, kodwa njengesisekelo sempilo engcono nesithunzi semindeni.

“Ngiyacela, ningazidayisi izindlu zenu; lezi zindlu ziyifa lezingane zenu,” kusho uDieketseng Motloi, omunye wabahlomulayo owachaza ubunzima bokuhlala emjondolo iminyaka ngaphambi kokuthola indlu yakhe. “Bengihlala nezingane zami ezimbili emjondolo endaweni yaseGono futhi ngangihlale ngithandaza ukuthi ngibe

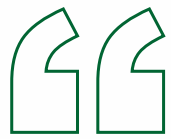
nophahla oluqinile phezu kwekhanda lami. Namuhla ngigcwele injabulo ngokuthola indlu kanye netayitela layo. Lezi azizona nje izindlu; ziyisisekelo sokwakha ikusasa elizinile nelinesithunzi lemindeni yethu.”

Lo mlayezo uvele ngesikhathi uNgqongqoshe Wezokuhlaliswa Kwabantu uThembu Simelane kanye noNgqongqoshe Wezokuvikela Nezamasosha Angaphambili u-Angie Motshekga bevakashela eMgungundlovu District Municipality ngo-Ephreli, lapho banikezele khona ngezindlu eziqediwe futhi babheka inqubekela-phambili yomsebenzi wokwakha izindlu

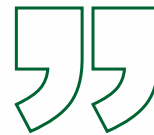
eMshwathi Local Municipality. Lo msebenzi uhlenganisa cishe izindlu eziyi-2 922. Isigaba sokuqala sesiqede izindlu eziyi-500, cishe eziyi-100 zisemgqeni wesibili, kanti umsebenzi wesigaba sesithathu usuqalile, okubandakanya izindlu ezingama-50 ezisakhiwa njengamanje.

Ongqongqoshe bebehambisana neMeya yaseMshwathi uMandla Zondi kanye neMeya yaseMgungundlovu uMzi Zuma ngesikhathi behlanganyela nomphakathi eTrust Feed sports ground, lapho kuphinde kwanikezwa khona amatayitela.

Kwabahlomulile, lolu suku lube yisikhathi esiguqule impilo. USolomon Bhekumuzi Nxumalo, ongaboni kahle, uveze ukubonga kwakhe: “Bengingakaze ngicabange ukuthi ngizobona lolu suku. Inhliziyo yami igcwele injabulo. Manje senginendawo efanele yokuhlala nokulala. Ngiyabonga kuhulumeni kanye nomasipala ngokungikhumbula. Ngikhuthaza nabanye abahlomulayo ukuthi bagcine izindlu zabo—lezi zindlu zenzelwe thina nezingane zethu.”



*Ngiyacela, ningazidayisi izindlu zenu;
lezi zindlu ziyifa lezingane zenu*



UNgqongqoshe uSimelane uthe ukuvakasha kwakuhloswe ukuqinisa ukubhekelela nokwenza isiqiniseko sokufeza isithembiso sokuhlaliseka kwabantu. “Sifuna ukuqinisekisa ukuthi imisebenzi uphelliseka futhi imiphakathi ithola izindlu ezithembisiwe, nathi siwuHulumeni sigculisekile ngesikubonayo” kusho yena. “Lokhu kumayelana nokubuyisela isithunzi nokwenza isiqiniseko sokuthi abantu bakithi, kuhlenganise nalabo abake basebenzela izwe, bathola izindlu ezifanele.”

Njengoba uhulumeni eqhubeka nokusheshisa ukwakhiwa kwezindlu, amazwi avela eMshwathi aba yisikhumbuzo esinamandla esiphikisana nezindaba ezingezinhle zakamuva, ezikhombisa ukuthi lezi zindlu azigcini nje ngokuba indawo yokuhlala, kodwa ziyifa lezizukulwane.



BUY YOUR FIRST HOME WITH



APPLYING FOR THE FIRST HOME FINANCE
SUBSIDY IS **FREE OF CHARGE!**

First Home Finance is a once-off housing subsidy available to South African citizens earning between R3 501 and R22 000 per month who are first time home buyers.

Qualification criteria

- Solely or exclusively to build or buy your first home
- Have never benefitted from a Government Housing Subsidy Scheme before
- Have an approval in Principle of a home loan, proof of own personal resources/personal savings, a Grant Letter or Permission to Occupy

Who may apply?

- RSA citizens with a valid ID or permanent residents with a valid permit
- Over 18 years and competent to enter into a legal contract

Applicants must live in a household. Household includes:

- Living with a partner (either married or habitually cohabiting), or
- Living with financial dependents.

Financial dependents may include:

- Children
- Grandchildren
- Parents
- Grandparents
- Sisters or brothers under 18

What It Can Be Used For

- Purchasing a new or old residential property
- Buy a vacant municipal serviced residential stand linked to a National Home Builder Registration Council (NHBRC) registered home builder
- Build a home on a self-owned municipal serviced residential stand, or tribal land (Permission To Occupy) through an NHBRC-registered home builder
- Pay for house buying costs like conveyancing fees, transfer fees or loan deposits

For more information:



SCAN ME



Department of Human Settlements



@The_DHS



@department_human_settlements



HOUSES ■ SECURITY ■ COMFORT



Siyabuswa residents in Extensions A, B & C

Title Deeds Fridays – Ownership Guaranteed

By Boitumelo Busang

The Department of Human Settlements launched a campaign called Title Deeds Fridays in October 2023 to accelerate and secure the home ownership of subsidised housing beneficiaries. The rising success of the campaign resulted in the Department setting an ambitious target to register and issue 80 000 title deeds over a five year period from 2024 to 2029.

By May 2026, the target was exceeded. “Through the Title Deeds Fridays Campaign, the Department has handed over more than 81 000 title deeds to beneficiaries across the country,” confirmed Ms Tandi Mahambehlala, the Deputy Minister for Human Settlements. She continued to emphasise that a title deed is not simply a document, it is also security, ownership, dignity, and generational wealth”.

At every handover, local communities erupt into celebration as years of waiting turn into tangible security. Beyond the impressive numbers, the initiative ensures rightful ownership and empowers families with legal recognition of their properties.

The work does not stop at 81 000; qualifying beneficiaries will be notified when title deeds are ready for collection. Citizens can also visit their local municipal offices to check the status of their deeds.

If you have received free government housing, always make sure your contact details are updated with the local municipality to receive any updates on the subsidy.

Taking Care of Your Title Deed: Dos and Don'ts



Store safely:
Keep your deed in a fireproof, waterproof folder or safe.



Make certified copies:
Use copies for everyday transactions; never risk losing the original.



Update details:
Ensure names, addresses, and ownership changes are correctly recorded.



Avoid damage:
Don't laminate or staple the document; it can compromise authenticity.



Don't hand over casually:
Only share with trusted individuals/institutions (e.g. attorneys, banks, etc.)



Tekwane South, City of Mbombela



Pixley Ka Seme District, Colesburg (Northern Cape)



Modimolle-Mookgophong Local Municipality, Vaalwater

Why a Global Conference in Azerbaijan Matters to South Africans

By Nwabisa Dyantjis

In March 2026, a building collapsed in Ormonde, claiming nine lives. Throughout the first half of the year, extreme weather conditions destroyed homes, leaving many displaced and in need of emergency housing. Global conferences like the World Urban Forum bring countries together to seek and share best practices on housing solutions that are safe and sustainable for communities.

Shrinking government budgets, housing shortages caused by growing urbanisation and dwellings that cannot withstand disastrous weather conditions are challenges that South Africa shares with other countries around the globe. The United Nations established the World Urban Forum in 2021 to address sustainable urbanisation.

Led by Minister Tembi Simelane in May 2026, a South African delegation participated in the thirteenth edition of the global conference, WUF13, in Baku, Azerbaijan. It was held under the theme “Housing the World: Safe and Resilient Cities and Communities”.

South Africa contributed to the conference by showcasing its frameworks, including the White Paper on Human Settlements (2024), the National Development Plan 2030, and the Integrated Urban

Development Framework, demonstrating alignment between domestic priorities and international urban development objectives.

Our provincial delegations brought practical, localised proposals to the global stage. The Free State delegation proposed an initiative to plant trees alongside every newly built housing development. An approach that would link greening to basic service delivery. Following the Innovative Building Technologies (IBT) Summit 2026, hosted by the Department of Human Settlements, the Western Cape emphasised the need for a more dynamic showcase of South Africa’s unique housing innovations at future international platforms.

The main outcome of the gathering was the Baku Call to Action, which reinforces that housing is not just shelter but also about advancing dignity, inclusion, resilience, and sustainable development.

By endorsing the Call to Action, South Africa made a public commitment to accelerating climate-resilient housing initiatives, investing in informal settlements upgrading, strengthening disaster preparedness, and supporting nature-based solutions for urban resilience.





The [Baku Call to Action](#), shaped by voices from 176 countries, sets out a shared path forward, including:

- **Reframing housing as a system**, linking homes with land, infrastructure, transport, services and economic opportunity rather than treating construction in isolation.
- **Confronting interconnected pressures** – from rising costs and land speculation to displacement, weak governance and climate shocks – through integrated, people-centred solutions.
- **Recognizing housing and climate justice as inseparable**, with the most vulnerable communities facing the greatest exposure to floods, extreme heat and environmental risks.
- **Scaling up climate-resilient housing**, including through nature-based solutions, retrofitting, upgrading

informal settlements and strengthening disaster preparedness.

- **Turning commitments into action**, with stronger multilevel governance, expanded financing, better data and greater support for locally led, community-driven solutions.



From international dialogue to local implementation: Minister Thembi Simelane and the South African delegation at WUF13 in Baku. Committed to the Baku Call to Action, our representatives joined 176 countries to champion sustainable urbanization, disaster resilience, and the fundamental right to dignified, safe housing for all citizens.

What is the Rental Housing Tribunal?

The Rental Housing Tribunal (RHT) is an independent body established in all South African provinces which resolves disputes between landowners and tenants in residential dwellings. The services provided by the Tribunal are completely free of charge to both parties, from the filing of a complaint through to the final hearing.	Understanding Unfair Practices The Tribunal investigates any practice that unreasonably prejudices the rights or interests of a tenant or landowner. Important Notice: The Tribunal has full jurisdiction to hear cases regarding illegal evictions, but it does not have the legal authority to issue formal eviction orders. Eviction orders must be obtained through a court of law.	General Operational Disputes Damage to the property • Non-compliance with house rules • Lack of maintenance and repairs • Demolitions and property conversions • Exploitative rental increases	3. Mediation: Step 4 A mediation session is scheduled to help the parties resolve the dispute amicably. If an agreement is reached, it can be made an official order of the Tribunal.
Powers of the Tribunal The Tribunal possesses extensive powers to regulate residential rental practices under the Rental Housing Act: • Subpoena Power: It can summon or subpoena a landowner or tenant to appear at a mediation or formal hearing. • Legal Rulings: It can issue mandatory or prohibitory interdicts, spoliation orders, and make fair rental determinations. • Enforcement: A final ruling issued by the Tribunal holds the exact same legal power as a judgment of the Magistrates' Court, and it can impose fines or judgments. • Hearing Format: Proceedings may be conducted either physically or virtually.	Landowner Unfair Practices • Illegal lockouts or forced entry • Disconnection of municipal services • Failure to refund a rental deposit • Unlawful seizure of tenant goods • Failure to issue financial receipts • Discrimination against applicants Tenant Unfair Practices • Non-payment of rent • Causing a nuisance to neighbours • Overcrowding and health hazards	The Dispute Resolution Process 1. Registration: Step 1 A formal complaint is filled in on a prescribed form and registered with the relevant provincial RHT office. This can be done in person, electronically, or at a municipal Rental Housing Information Office (RHIO). 2. Preliminary Investigation: Step 2 & 3 The Tribunal conducts a preliminary investigation to verify its jurisdiction over the matter and confirm if an unfair practice has occurred. Formal letters are then issued to both parties.	4. Arbitration: Step 5 If mediation fails, the matter is referred to a formal Tribunal hearing for arbitration (a hearing). An order is made by the Tribunal and shall be binding on all parties to the proceedings, unless it is an interim order. 5. Enforcement or Review: Steps 6, 7 & 8 If a party fails to comply, the aggrieved person can approach the Tribunal for assistance to enforce a mediation agreement or ruling through the Magistrates Court. A ruling of the Tribunal is considered to be an order of the Magistrates Court. Dissatisfied parties may take the proceedings to the High Court for review.

Rights and Obligations

For Tenants

- **Rights:** The right to privacy, meaning a tenant, their property, or their person cannot be searched, and their possessions cannot be seized without a formal court order.
- **Obligations:** Pay rent on specified due dates; keep the premises clean and tidy; notify the owner immediately of any required repairs; and return all keys upon vacating the property in its original condition, fair wear and tear excepted.

For Landowners

- **Rights:** The right to regular rental payments; the right to follow legal channels to recover unpaid rent, claim financial compensation for property damage; the right to terminate a lease under fair conditions; and the right to repossess property after a proper legal order is obtained.
- **Obligations:** Provide and maintain a clean, safe property compliant with health and safety laws; ensure peace and privacy for the tenant; and compensate tenants for urgent, serious repairs not caused by tenant breach. A landlord may not cut off utility services except for essential maintenance.



201

Gauteng

Mr P Mongwe
0079 694 1875
percy.mongwe@gauteng.gov.za

National Office

Ms Baleseng Makou
012 444 9084
Baleseng.Makou@dhs.gov.za

Pretoria Central and central West (Region 3)

Mr Norman
012 358 8852/4312/1359
normanl@tshwane.gov.za

KwaZulu Natal

Mr Khehla Dlamini
031 372 1825/072 250 8986
khehla.dlamini@kzndhs.gov.za

Western Cape

Mr M Mafungwa
021 483 4970
Malibongwe.mafungwa@
westerncape.gov.za

Provincial Contact Details

Ms N Ntenti
043 711 9598
NomthandazoN@ecdhs.gov.za

Free State

Ms J Mathibeli
064 386 9055
Jeanette@fshs.gov.za

Limpopo

Mr Mancha
015 284 5056/ 066 479 2166
Manakaml@coghsta.limpopo.gov.za

Mpumalanga

Mr F Shabangu
013 757 0792/082 558 6426
Floyd.shabangu@mpgov.co.za

North West

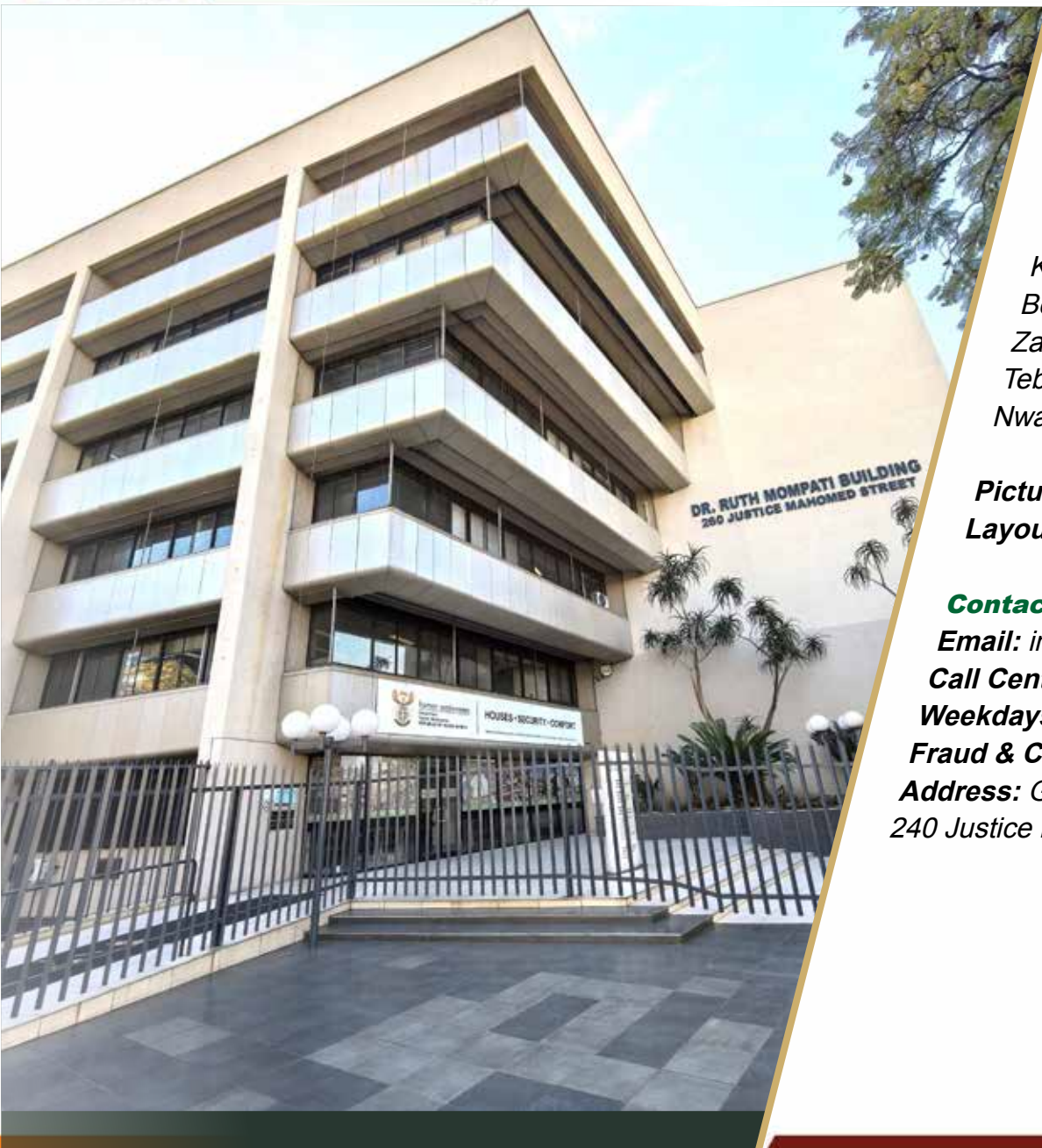
Mr K Mokoshane
018 388 5529
Kkmokoshane@nwpg.gov.za

Northern Cape

Mr L Paul
053 830 9400
lpaul@nccoghsta.gov.za

M. Calvete

053 830 9453
zriet@nccoghsta.gov.za



THE TEAM

Editorial

Tuso Zibula

Kamogelo Gaokgwathe

Boitumelo Busang

Zamathenjwa Nene

Tebogo Mola

Nwabisa Dyantyis

Pictures: *Thulani Hlophe*

Layout: *Masabata Mazibuko*

Contact Details

Email: *info@dhs.gov.za*

Call Centre: *0800 1 46873*

Weekdays: *08:00 - 15:30*

Fraud & Corruption: *0800 063 772*

Address: *Govan Mbeki House,
240 Justice Mohamed Street, Sunnyside, Pretoria, 0002*