

2025/26 QUARTERLY PERFORMANCE REPORT (QUARTER 1)							
PROVINCE: KWAZULU-NATAL							
SECTOR: HUMAN SETTLEMENTS							
No.	Output Indicator	2025/26 Annual Planned Output as per APP	1st Quarter Planned Output as per APP	1st Quarter Actual Output	1st Quarter Variance	Service Delivery Narrative Challenges	Remedial Action Taken
1	Programme 1: Administration						
1.2	Number of ICT Governance Framework performance reports submitted	4	1	1	0	Target has been achieved	None Required
1.3	% implementation of the approved internal audit plan	100%	100%	100%	0%	Target has been achieved	None Required
1.4	% of invoices paid within 30 days of receipt	100%	100%	81%	-19%	1. Most of invoices could not be captured on time due to BAS technical error. 2. Some invoices could not be processed on time as the Department was awaiting tranche from National Human Settlements department to be used to disburse claims. 3. Some invoices could not be processed as funding allocated to the project in the financial year had been exhausted	1. National Treasury has since resolved the matter. 2.National Human Settlements has paid the 1st tranche in May 2025. 3. Project to be monitored stringently to ensure that the spending is in line with the approved business plan.
1.6	Number of Annual Performance Information managements reports submitted	1	1	1	0	Target has been achieved	None Required
1.9	% of Financial Disclosures submitted by Senior Management Services by the 30 <sup>th</sup> of April of each year	100%	100%	100%	0%	Target has been achieved	None Required
2	Programme 2: Housing Needs, Research and Planning						
2.11	Number of individuals provided with human settlements consumer education	5000	1500	2177	677	The attendance at the Newcastle LM consumer education workshops was much higher than anticipated	Consumer education for Newcastle LM will be limited to two per quarter in the future
3	Programme 3: Housing Development						
3.1	Number of subsidies disbursed through FHF	300	75	83	8	The programme has performed well for the 1st quarter and has exceeded the target. The over performance is attributed to : 1) Awareness of the subsidy programme via social media, promotions and updated information on the Department's website. 2) Recent decrease in interest rate hikes have allowed more beneficiaries to obtain home loans and apply for FHF	1) The quarterly targets to be reviewed 2) The number of applications processed per month to be monitored
3.2	Number of housing units completed	8506	2704	1565	-1139	The under-performance is attributed to: 1) eThekweni: * SOBONAKHONA : Project is to come to an end since balance of sites are undevelopable. * FOLWENI : Houses were constructed but site number changes were required first and therefore claims were rejected * CATO CREST : Houses built but electricity connections not done timeously by Metro & therefore houses could not be occupied and counted. * REDCLIFFE : Delay in installation of services is impacting on house construction. 2) uMzinyathi: MATIMATOLO and MSINGA TOP: IAs had temporarily suspended construction works and only returned to the projects in April 2025 where they had to re-establish on site, thus slightly delaying resumption. 3) uMkhanyakude: HLALANATHI MAMFENE and SHEMULA MAKHANISI: these project could not commence due to political interferences on the ground. 4) Zululand : MPUNDU, SIYAZAMA, MPUNZANA, MHAMBUMA: IAs had temporarily suspended construction works and only returned to the projects in April 2025 where they had to re-establish on site, thus slightly delaying resumption. 5) Harry Gwala:OSS 100 was delayed by Municipal Drawings Approval Processes. MANZAMNYAMA: Delays encountered emanate from the disputes on the technical specifications (house specification). OSS 247 and 391 Cluster 2: enrolment for these projects were approved in March and April thus resulted to late commencement of construction. 6) Ilembe: MGIGIMBE: had challenges is sourcing all documentation required for the enrolment of the project. DISASTER 2019: poor performance of a service provider. 7) King Cetshwayo: EMPANGENI Phase 1:Empangeni IRDP Phase 1C delays caused by adverse weather conditions and material unavailability within Empangeni and surroundings, and they were also focusing on the 3 different typologies show house before they can proceed with other units which they achieved in Q1, to see more completions in the coming months. Kholweni: The works were suspended in the last financial year due to financial constraints, IA therefore had to re-establish which then had an impact to the targeted delivery for the quarter. 8) uMgungundlovu: Most projects were suspended from Jan 2025 to March due to financial constraints towards the end of the year and construction then had to resume in the new year upon re-establishing.	1) eThekweni: Engagements underway with eThekweni Municipality to resolve the issue of site numbers in FOLWENI and the delay in electricity in CATO CREST. * REDCLIFFE : Project Steering Committee meeting held to resolve issue with beneficiaries in way of services.  2) uMzinyathi: MATIMATOLO and MSINGA TOP: Production is expected to improve in the coming months as construction has resumed. 3) uMkhanyakude: Projects have been submitted for MEC's outreach programme which will then allow for construction to commence. 4) Zululand: Production is expected to improve in the coming months as construction has resumed.  5) Harry Gwala: House plans matters are being resolved by relevant stakeholders and production is expected to commence upon enrolment of the two projects.  6) Ilembe: MGIGIMBE: All documentation have been submitted and project has been enrolled. DISASTER 2019: Notice of breach has been issued for performance. 7) King Cetshwayo: EMPANGENI Recovery plan has been submitted. Production is expected to improve in the second quarter as construction has resumed for most projects.  8) uMgungundlovu: production is expected to improve in the second quarter. ALL: Monitoring in progress for all projects in order to meet the target.
3.3	Number of serviced sites completed	2142	611	138	-473	The under-performance is attributed to 1) eThekweni: SHALLCROSS : Community challenges impacted on the start of the Shallcross Housing Project. Community objecting to development of project. 2) Ilembe: INYONI PHASE 4: Poor performance of the service provider. 3) uThukela : EPHANGWENI: Project is delayed by the rejection of the sub-division of sites in Phase 4 and 5 by the beneficiaries VIP toilet milestone being on hold until the matter been resolved with the affected beneficiaries; and the query in respect of the Municipal Rates for the project that needs to be addressed with the project beneficiaries..	1) eThekweni: Engagements held with the SHALLCROSS community representatives to address issues raised. 2) Ilembe: Notice of Breach has been issued for poor performance. 3) uThukela: The Department issued non-compliance letters to Municipality for poor performance and to resolve all the outstanding matters that affecting project performance in May 2025.The Municipality submitted the Ordinary Council Meeting Resolution strategy for resolving the outstanding project challenges in May 2025; and they further submitted the realistic recovery plan in June 2025. The project is being monitored closely by the Department.
3.5	Number of title deeds registered	2481	473	337	-136	The under-performance is attributed to 1) eThekweni: KANKU ROAD : Delay in Municipal line Departments issuing the Item 28(1) Certificate for opening of the Township Register. CORNUBIA PHASE 1B : 33 transfers effected; claim was only received by Department at the end of June and will be reported in July. 2) King Cetshwayo: SUNNYDALE: IA has started with the recon which will allow for the submission of invoice/s for the test batch as this project has been completed. TRP Challenges.	1)eThekweni: The Department is closely monitoring the status of the Item 28(1) Certificate for KANKU ROAD.  2) King Cetshwayo: Project is being monitored closely to allow for smooth close-out.
3.6	Number of post 1994 houses rectified	411	215	164	-51	The under-performance is attributed to 1) eThekweni: NHBRC issued non compliances, as some sites required the construction of retaining walls prior to Final Unit Reports (FUR's) / completion certificates being issued, prior to reporting. 2) uThukela : Ekuvukeni Phase 2,and Roosboom Phase 1 and 2 Rectification Housing Project - IA was requested by the Department to stop all construction activities. When Q1 started, they had to reestablish site and that took a while.	1) eThekweni: Request for funding for construction of retaining walls has been approved by MEC for Emathendeleni. 2 uThukela: IAs have returned to site and they have been requested to not exceed their monthly projection.
3.7	Number of MVHP houses completed	50	10	21	11	The strategy was developed to focus on the bulk of units that were work in progress to be fast tracked and converted to completions then handed over.	Future target setting to be aligned with current delivery.
3.13	Number of work opportunities created through EPWP aligned projects	4200	1770	117	-1653	Priority Programmes is currently experiencing capacity challenges for collection of data since the expiry of contracts of the Technical Officer . This is the major problem where the work opportunities created through housing projects remains underreported as a result only 39 projects ranging between 7 and 1 projects per Districts reported on the EPWP Reporting System.	A plan to collect data lost during the first quarter will be developed as soon as Human Resources address the capacity challenges that the unit is facing.
3.14	Number of Full Time Equivalent (FTE's) achieved through EPWP aligned projects	900	375	96	-279	Priority Programmes is currently experiencing capacity challenges for collection of data since the expiry of contracts of the Technical Officer . This is the major problem where the work opportunities created through housing projects remains underreported as a result only 39 projects ranging between 7 and 1 projects per Districts reported on the EPWP Reporting System.	A plan to collect data lost during the first quarter will be developed as soon as Human Resources address the capacity challenges that the unit is facing.
3.15	Number of person's days of work created through EPWP aligned projects	207000	86250	22184	-64066	Priority Programmes is currently experiencing capacity challenges for collection of data since the expiry of contracts of the Technical Officer . This is the major problem where the work opportunities created through housing projects remains underreported as a result only 39 projects ranging between 7 and 1 projects per Districts reported on the EPWP Reporting System.	A plan to collect data lost during the first quarter will be developed as soon as Human Resources address the capacity challenges that the unit is facing.
3.16	Number of EPWP beneficiaries provided with accredited training	120	40	33	-7	The Department has trained a total of 33 youth to date. The additional 60 training participants that were recruited and targeted to commence training in the month of June could not be achieved as a result the delays in the appointment of accredited training provider.	All necessary activities to commence with training programme have been completed to ensure the commencement of training is not further delayed as soon as the procurement process is finalized.
4	Programme 4 : Housing Assets Management, Property Management						
4.1	Number of rental units maintained	100	25	34	9	There were additional maintenance issues reported during the period that required attention resulting in the over delivery.	The unit will review the delivery of the processes to align to the projection.
4.2	Number of units rectified for pre-1994 stock	150	30	207	177	Units that were meant to be reported at the end of last year only got reported in the first quarter of this year due to administrative challenges at the municipality	Department is assisting the municipality to resolve administrative challenges to ensure timeous submission of documents





