

BENEFICIARIES MOVED TO NEW HOMES IN DELFT SYMPHONY



N2 Gateway Community Newsletter

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The N2 Gateway Project started in 2005 and phase one is nearing completion. It is a project of the National Department of Human Settlements. Phase one will deliver about 15 000 houses. The project provides houses for residents of the informal settlements and backyarders along the N2. **Current projects include the following:** Joe Slovo • Delft Symphony • Delft 7-9 • Boystown • Temporary Relocation Areas (TRAs)

JOE SLOVO PARK: A NEW START



tenancies will be made formal through the signing of lease agreements by every household. Rectification of the buildings and services are also important parts of normalisation. The HDA is undertaking an occupational audit of Joe Slovo Park to find out who is currently living there. One of the findings was that about 60 per cent of the units are being sub-let to others by the original tenants, some of whom are charging very high rents.

An assessment of what services need repair (including electricity, plumbing and sewerage) has also been completed by the HDA and a contractor will be appointed early in 2012. Finally, an assessment of conditions within the flat units themselves will also be completed. These assessments have helped the HDA to identify physical problems and prioritise repairs and have also provided indications as to the longer-term maintenance needs of the complex.

The most urgent action to be taken concerns emergency repairs and the provision of short-term security, both of which are being given top priority. After the normalisation process has been completed the HDA will hand over the project to the City of Cape Town who owns the land and the buildings. The City may then contract with a suitable Social Housing Company to take over day-to-day management of the complex. Many social housing companies have a good track record of managing large rental complexes and are generally more willing than private (for-profit) management firms to consult with tenants and provide them with social services.

Residents of Joe Slovo Park have raised a number of questions and concerns around the normalisation process. A main concern is ensuring that the rectification of the buildings is undertaken to a proper standard. The HDA has assured residents that the work will be done according to the specifications and guidance of a team of technical experts. The rectification of the services and buildings is expected to take approximately ten months, after which time lease agreements will be signed with tenants.

Joe Slovo Park is a 705-unit, 57-block rental complex situated on the N2 close to Langa. The complex has excellent public transport access to employment and retail nodes, health services and the Cape Town CBD. Joe Slovo Park, however, has a troubled history and the current project managers are implementing a major plan to address problems and set the complex on the right track.

The Housing Development Agency (HDA) has a mandate to "normalise" the project. This means, in part, that all

USEFUL CONTACT NUMBERS

Fire emergencies: 021 480 7700 (from cell phone)
Fire Department (general information): 021 590 1900
Emergencies (when life or property is threatened): Call from cell phone: 112
The Housing Development Agency (HDA) Helpdesk: 021 481 2900
All City of Cape Town matters (incl waste, water & sewerage, complaints, etc): 0860 103 089
Province of the Western Cape (general queries): 0860 142 142
Childline: (help when a child is in danger) 0800 55 555 / 021 762 8198
Eskom customer care: 0860 037 566
Public transport information: 0800 656 463
Anti-land invasion: 0800 225 669
SASSA helpline (social grant queries): 0800 601 011
Black Sash Helpline (advice for social grant difficulties): 072 66 33 739
Solid Waste (illegal dumping, wheelie bins, cleaning): 0860 103 089



MESSAGE FROM BOSCO KHOZA: OPERATIONS MANAGER, N2 GATEWAY (HDA)



It has been a great privilege to be part of an effort which, by the end of 2011, had delivered more than 8000 units of housing. The delivery numbers aside, however, we have to acknowledge that the challenges in meeting the demand for low-cost housing in Cape Town are still monumental.

It may appear that work on the Project is a one-

way stream in that we deliver housing to qualifying beneficiaries. In fact, it is really a two-way stream. The Project is not just a housing manufacturing plant: We aim to build strong and vibrant communities characterised by economic and social opportunities, access to services and amenities, and a sense of civic responsibility and pride. We can only achieve these through building strong collaborative relationships, first and foremost with the communities themselves, but also with our other government and non-government stakeholders.

The HDA can only build successful relationships if we ourselves are strong, hard-working and committed. I therefore must extend a note of thanks to all of our staff and partners on the ground who in 2011 so often went the extra mile. Far from being just housing managers, our people must often play the roles of social worker, mediator, negotiator, facilitator and community organiser.

With the help of our communities and partners we achieved a great deal in 2011. But there is so much more that we must do in 2012. Through working in close collaboration we can meet the many challenges this year will bring on the N2 Gateway project.

THE CAPE FIRE SEASON: PROTECT YOUR HOME AND COMMUNITY



community, is even greater.

In the October edition of this newsletter we reported on house and shack fires, how to prevent them and what to do in the event of such a fire. From October to March the danger of uncontrolled runaway fires, which have the potential to destroy an entire

The Cape summer is particularly dry, hot and windy. These are the perfect conditions for runaway fires. The danger is even greater if there is dry scrub and vegetation near your community.

What can you do to minimise the danger?

- Don't just throw a cigarette butt or match anywhere - make sure it's fully extinguished and dispose of it properly
- Make sure that any fire materials such as matches, lighters and paraffin are kept out of children's reach
- If you have a braai, make sure the fire is completely extinguished
- Cut back any dry vegetation near houses
- Report any fire to the emergency number below

If a fire is threatening your home:

- Close all windows and doors
- Extinguish any burning embers from the fire
- If you have a hose, dampen the area around your house (but not too soon as the water will evaporate)
- Evacuate to a safe area in an orderly manner being careful to stay out of the way of the fire fighting operations

For emergency fire assistance call 021 480 7700 from a cellular phone. For general information the Fire Department can be contacted on 021 590 1900.



HDA Cape Town team is looking forward to a year of delivery.

TEMPORARY HELP IN A CRISIS: SOCIAL RELIEF OF DISTRESS (SRD)

There are many situations which can place you and your family in financial crisis. You might qualify for a social grant called Social Relief of Distress (SRD) if you need immediate, short-term financial assistance and don't have enough money to provide for yourself and your dependents.

You could qualify for SRD in the following situations:

- You are medically unfit to work for six months or less (if you are medically unfit to work for a period of more than six months you might qualify for a Disability Grant)
- You are waiting to receive income such as a social grant (which has already been approved) or child maintenance payments
- The breadwinner of your household (the one who earns the money) has just died, has been hospitalised or is in prison
- You are affected by a disaster such as your house burning down or being flooded
- You can prove you and/or your household will experience "undue hardship" if you do not receive assistance

SRD is paid by the South African Social Security Agency (SASSA) for a period of up to three months but in some circumstances it may be awarded for a second three month period. To qualify for SRD you must be a South African citizen and show that you cannot meet your household's basic needs. The amount of SRD can't be higher than the rate of an adult social grant plus the rate of Child Support Grant (CSG) for each child in the household. When you apply for SRD or any social grant you must take your ID, proof of your marital status, your income and your address.

Where to find SASSA

To apply for SRD and all social grants (except Indigent Grant) you need to go to an office of the South African Social Security Agency (SASSA):

- Athlone: Melofin Building, corner of Birkwood Street and Klipfontein
- Central Cape Town: 48 Queen Victoria Street
- Eerste River: 42 Main Road
- Gugulethu: corner of Bishops Court and Fezeka
- Khayelitsha: Julius Tsolo Street (near the station)
- Mitchells Plain: 45 Alpha Street, Wespoort Park

Social Grant Assistance

For information on social grants you can visit one of the offices listed above or you can call the SASSA helpline on 0800 601 011.

The Black Sash (an NGO) provides free advice for people having difficulties with social grants. You can call the Black Sash Helpline on 072 66 33 739.

(Many thanks to the Black Sash for providing much of the SRD information in this edition).

INDIGENT GRANT: ASSISTANCE WITH YOUR MONTHLY SERVICES BILL

In the August and September editions of this newsletter we discussed ways of using water and electricity wisely so as to reduce your bills. However, if your household income is low even measures such as these may not be enough and you could need help in meeting your monthly municipal service expenses.

The City of Cape Town has a programme called the Indigent Grant. This is a grant for households having difficulty paying their municipal service bills. In order to qualify for this grant your income must be less than R3000 per month. This includes the income of everyone who lives in the house including all social grants.

If you qualify you will receive R40,50 per month to help you pay for water and sanitation services. You may also receive an extra 4 500 litres of free water per month per household on top of the 6 000 litres all households receive free of charge every month.

To apply for an Indigent Grant you should go to any Walk-in Centre of the City of Cape Town. Unlike most social grants an Indigent Grant is NOT paid by SASSA. But you must provide the City with the same documents as for any social grant including your ID, your spouse's ID, proof of income and proof of address.



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU