



# MHA News

News you can use!



Msunduzi Housing Association NPC

Mar 2013

**“Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.”**

**Peter Drucker**

Welcome to our third issue of MHA News. At the completion of every issue, we eagerly anticipate our next, as it excites us to have this platform of communication with you. As an effort to improve our method of communication, we always encourage you to read the news so as to keep yourself abreast with the current happenings, and to ensure you don't miss out on vital and beneficial information.

We recently rolled-out pre-paid water meters at both the Acacia Park and Signal Hill developments. This has proved to be a great success and we thank you for the positive response to the well improved service change. Remember that this way, you *always* have better control of your water usage and in return, more money in your pocket. There are a few testimonials in this issue from those who have benefitted greatly from this new water system.

You will remember that in 2012 we had a few social activities in a quest to better engage with you as our tenant, and also develop our existing relationship with you. This year we look forward to continuing on that well established foundation. So keep an eye out for those events and diarize.

Your voice and opinion matter to us, so please write to [csm@msunduzihousing.co.za](mailto:csm@msunduzihousing.co.za) with any information or comments, and we may just publish your letter in our next issue. We always strive for ways to improve our service to you! Enjoy reading!

*Khosi Xaso, Client Services Manager*

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## New Staff

### Andile Dlomo

The Msunduzi Housing Association is pleased to welcome our new Finance Manager, Ms Andile Dlomo. Andile completed her Bachelor of Commerce (Honors) degree in Accounting at the University of KwaZulu/Natal. She is a self-confessed 'tomboy in high heels', and loves any adventure sports, especially those that require her to jump off something. She is a Sunday school teacher who loves shoes. Andile credits her Mom as being her greatest inspiration.

We at MHA welcome Andile, and are sure that her stay with us will be a long and productive one.

### Housekeeping

There are certain issues which are still proving to be problematic. Among these are:

#### Littering

Tenants are still not making use of the skips. Each tenant is responsible for taking their own dirt to the skip. The Lease Agreement states that **“Tenants shall maintain their premises and common areas and corridors in a neat and tidy condition and shall avoid littering of any kind”**.

#### Access into units

We often cannot attend to complaints because we are not given access to the unit. It is very important that when you make a complaint, you also make arrangements for us to access your unit.

#### Noise

Tenants are playing loud music / making noise, which greatly affects their neighbours. The Lease Agreement states that **“Tenants and their visitors shall be considerate to neighbours and not make loud noise or play loud music”**.

#### In case of a tenant making a noise what do I do?

Report it to the Housing Supervisor, or call the police if it happens at night.

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## FINANCE NEWS

An important reminder to all tenants: *Please note that the banking details for our developments are separate.* Banking details are as follows:

### ACACIA PARK ACCOUNT DETAILS:

BANK: **NEDBANK, BOOM STREET**  
ACCOUNT NAME: **MSUNDUZI HOUSING ASSOCIATION**  
BRANCH CODE: **187505**  
ACCOUNT NUMBER: **1165033542**  
REFERENCE: **(eg: Flat 200, Acacia Park/Rent)**

### SIGNAL HILL ACCOUNT DETAILS:

BANK: **NEDBANK, BOOM STREET**  
ACCOUNT NAME: **MSUNDUZI HOUSING ASSOCIATION**  
BRANCH CODE: **187505**  
ACCOUNT NUMBER: **1165033550**  
REFERENCE: **(eg: Flat 101, Signal Hill/Rent)**

### **Closing Times**

Please note that due to the Easter break, our offices will close on Thursday 28 March 2013, and will re-open on Tuesday 02 April 2013.

### **Debit Orders**

This is just a small reminder that the 1<sup>st</sup> April is a public holiday, so debit orders for this date will go off on the next working day, which is the 2<sup>nd</sup> January.

The finance department would like to remind you that whenever you change your bank, you should provide MHA with your new banking details and your recent payslip, so that we can cancel the previous one. Not only will this help us greatly, it will also help you not to be charged for the reversal of your debit order for each month.

We have also noticed that there are some tenants who are still using the incorrect banking details when making payments. Each development has its own banking details. If you are not sure of the account number you should be using, please do not hesitate to call us - we will be happy to assist you wherever possible.

**Please remember that whenever making cash payments, use your flat number as reference!**



### **Rental Payments**

This is to remind you that rental is payable on or before the 1<sup>st</sup> of every month. Failure to make payments on time leads to legal action being taken, as all overdue accounts must be handed over. All costs incurred during the process of rental recovery are payable by the tenant.

Consider this scenario: When a tenant has not paid on time, the file is handed over for legal action. The tenant then makes the payment, but it is too late, as the file has already been handed over. The tenant then gets a bill stating that they owe monies. The tenant is then confused, as they have settled the outstanding rental – how can they still be owing? *This outstanding amount is the legal fees!*

To avoid incurring additional costs for your account, please refrain from making late payments, as there will be legal costs, and interest is charged.

In addition, an administration fee is charged on all debit order reversals, and cash deposits incur a cash deposit fee.

Let us work together in a spirit of harmony to ensure that there is no confusion about payments, and to ensure that no tenant incurs unnecessary costs for their account!

## PRE-PAID WATER METERS

The installation of water meters has been greeted with joy by many tenants. The water meters have many benefits, foremost of which is that Msunduzi Housing Association provides meter users with 6000 litres of water *completely free!*

We have been installing pre-paid water meters throughout Acacia Park and Signal Hill. Most of the teething problems we had with the system have been ironed out, and tenants are able to purchase their water at all EasyPay/UniPin outlets (for a full list of these outlets, please see the EasyPay website at [www.easypay.co.za](http://www.easypay.co.za)).

One of the problems we recently faced is that supply of the meters was recently halted, for short period of time (our last installation was about a month ago). One of the components of the water meters is manufactured in China, and production of this component was halted due to the celebration of the Chinese New Year, meaning no new water meters were delivered to us. However, the celebrations are now over, and work has resumed. We are expecting a shipment of 200 new water meters, as well as 32 replacement meters, in the next week or so.

**PLEASE REMEMBER: THE FREE WATER ONLY APPLIES TO TENANTS WHO ALREADY HAVE PRE-PAID WATER METERS (AS WE ARE STILL IN THE TRANSITION PHASE, THERE ARE SOME TENANTS WHO HAVE NOT YET RECEIVED A PRE-PAID WATER METER).**

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## COMMUNITY DEVELOPMENT EVENTS

In terms of Community Development, most of the year so far has been taken up with getting the Acacia Park Soccer Club up and running.

The MHA felt that the soccer club was a very worthwhile initiative, as it would provide a means for the children at Acacia Park to grow healthy bodies and healthy minds, as well as provide a means to pull our kids away from the attraction of drugs and other crime. Both teams are for under 15's at the moment. Should we have interest from other age groups, we would be more than happy to facilitate more teams to cater for the demand.

The soccer club is currently registered with PADSA (the Pietermaritzburg and Districts Soccer Association), and has registered to play in the Easter Tournament, taking place at venues around the city over the coming Easter weekend. We would love as much support for the team as we can get, so please, if you can, come and support our boys as they make us proud!

We will keep tenants and parents up to date with other fixtures throughout the year.

Our sincere thanks and appreciation go out to the coach, Ms Thelma Mncwabe, for her tireless work in getting the team up and running. We would also like to thank Mr Sthembiso Mbona, who has agreed to start up and coach the Signal Hill Soccer Club, which is in the process of being formed at the moment.



We have also received many requests from parents about starting a netball team for girls. This would be of great benefit to the young ladies of Signal Hill and Acacia Park, and the MHA will wholeheartedly support such a venture. However, we need a tenant to spearhead the initiative. The coaches mentioned above do not have the time to take on extra teams, so we will await a tenant to step up!

Housekeeping continued from page 1

### Illegal Occupants

If someone who is not on the family form is living with you, you are in breach of the Lease Agreement for illegal occupancy. The Lease Agreement states that **“The Lessee must personally reside in the premises during the lease period, and may not allow any other person to occupy the premises or part thereof instead of the lessee. The lessee may not sublet the premises or any part thereof”**.

### How to rectify the breach?

If you are in breach for this reason, you need to report to the MHA offices to rectify the breach.

### Maintenance

Please make sure that you are not using a faulty appliance that will damage our power supply. The Lease Agreement states that **“The Lessee is liable for any damages caused by the lessee”**.

### Parking System

The renewal of parking discs at Acacia Park will occur from 02 April 2013 until 30 April 2013. The renewal of discs at Signal Hill will occur between 02 May 2013 and 30 May 2013.

### What will be needed in order to obtain a new disc?

Return your old disc or apply for the new one. Terms and conditions apply.

If everyone remembers these simple things, then we can work together to create a better living environment for all at Msunduzi Housing Association.

Water Meters continued from page 2

Please see the last issue of MHA News for steps to follow when purchasing water.

Many of our tenants are happy with the new water meters, and feel that they are better than the old system. Among these happy tenants are Donovan Reed and Kenneth Wilson, pictured below with their water meters, and Audrey Gwynn (not pictured), all from Acacia Park.



Donovan Reed



Kenneth Wilson

## MAINTENANCE

Please remember when reporting faults that certain items, in accordance with the lease agreement, are for your upkeep, while other items are the responsibility of MHA (fair wear and tear is taken into account when assessing faults). A full list of items is available in the MHA tenant training manual, which each new tenant is given a copy of. Should you require a new copy, please do not hesitate to come in to the office to request one.

Our Acacia Park Housing Supervisor, Mr Xolani Mqomboti, has taken leave over the Easter period. We wish him well as he and his family travel to be with his extended family in the Eastern Cape. During his absence, maintenance faults and emergency repairs will be dealt with by Thami. He can be reached on 0733619318 between 08:00 and 16:30 during weekdays, and between 08:00 and 13:00 on Saturdays. This will be in effect until Xolani returns.

Please also bear in mind that holiday periods are also a time of increased criminal activity. Please ensure that your belongings are properly secured, and that you are always aware of where your children are. Ensure that you always display your parking disc, and that your unit and car are properly locked when not in use.

**Please report any suspicious individuals or activities to the security guard at the front gate, and under no circumstances confront a suspected trespasser personally!**

The Directors and Staff of the Msunduzi Housing Association would like to wish all our tenants who are celebrating the season a happy and prosperous Easter.



## COMPETITION TIME!

You stand a chance to win! There are two new Blackberry 9300 Cellular phones up for grabs. All you need to do to stand a chance to win one of these amazing prizes is come in to the office and fill in a form to update your details! All forms will have a number, and all numbers will go into a lucky draw. The draw will take place on Wednesday 24<sup>th</sup> April 2013, and is open to any tenant of the Msunduzi Housing Association. Winners will be notified and asked to collect their prizes. Just fill in a form, and you could be a winner!

## WORRIED ABOUT YOUR RENT?

**Have you recently lost your job? Has your situation changed? Do you have more money going out than coming in?**

Don't worry – we are here to help! The important thing to remember is that you are not alone. Do not bury your head in the sand and hope that the problem goes away. The longer you ignore the problem, the bigger it will become.

We do not want you to lose your home, so we will do whatever we can to ensure that you remain a tenant of the MHA. Come and see us before your debts get too large and out of control. If you come to see us about the problem, together we can put steps in place to control the problem before it becomes unmanageable. We are here to help you, our tenants, no matter how large or small your debt might be. Our experienced and friendly staff will give you the right advice, and will assist you in dealing with whatever the problem might be.

Although we do not want any tenant to lose their home, please remember that if you do not come to see us about arrears, we will have no option but to proceed with legal action.

If you have a problem with your rental payment, please come and see us today!

### CONTACT DETAILS:



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