



# MHA News

News you can use!

Msunduzi Housing Association

August 2012

## Welcome to MHA News

*Khosi Xaso, Client Services Manager*

Welcome to the Msunduzi Housing Association's first tenant newsletter! This newsletter is designed to keep you, the tenant, informed of anything that might be of relevance to you.

This newsletter will be a place for the MHA to keep you updated about what we are doing, what services and products we offer, as well as any new developments in the social housing field.

We hope that you, our tenants, will see this as a positive step forward, and will respond in a spirit of open communication and oneness.

## Office Move

The MHA offices moved from 168 Jabu Ndlovu Street to 31 Peter Kerchoff Street in 2007. The time since 2007 has been busy, with much happening in terms of staffing and service offering.

The premises at Peter Kerchoff Street were, in many ways, ideal for the company at that time. However, as

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## Staffing

*Ivor Caldecott, Finance Manager*

This year has seen some changes in the MHA staff cohort. The company has gained two new staff members in 2012.

We are pleased to welcome Khosi Xaso, the new Customer Service Manager. Her field is Communication Science, studied through UNISA. She brings a wealth of experience to the position, gathered from her previous experience working with various organisations in the Communication's department. We look forward to working together with her to create a supportive and enabling environment for our tenants.



*Khosi Xaso*

We are also pleased to welcome Byron Abrahams to the staff of the MHA. Byron studied at the Pietermaritzburg campus of UKZN, and majored in

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the staff complement grew, and as the responsibilities of staff members increased, the premises at 31 Peter

Kerchoff became a limiting factor in the provision of services to our clients.

With this in mind, it was felt that the company needed to secure premises to better cater for the increased staff complement, and to help us better provide services for our tenants.

The company therefore began to look for a bigger office complex. The ideal new office was eventually located – right next door to the existing one! The building at 41 Peter Kerchoff was eventually secured, and the difficult task of making the building ready for occupation started.

The revamp of the building was managed by Ivor Caldecott (MHA Finance Manager). All staff, as well as temporary moving staff, helped with the moving of the office from 31 to 41 Peter Kerchoff. It was tiring, but well worth the effort!



*Staff moving tables upstairs*

## Finance News

We would like to remind all our valued tenants to be specific when making any payments, e.g. write 221AP–Rent, or 221SH – Electricity, and so on. This will assist us greatly to capture the payments on our system, and will make it easier to place the payment in the correct category.

In addition, we also request that the correct banking details be used for all deposits and payments. There is a separate account for Signal Hill and for Acacia Park – please make sure you use the one for the development at which you live.

Also, please remember that your unit number is the

only reference for all your payments - it is very important that you do not to put your Name, Rent, or your Cellular number as your reference when making a payment.

With regard to Debit Orders, please avoid unnecessary additional costs for your account caused by the reversal of your Debit Order.

We also request that you please keep in touch with the Msunduzi Municipality with regard to your water consumption, so that you know that you are on the right track, and don't have any nasty surprises at the end of the month.

Thank you for partnering with us, and please do not hesitate to make an appointment to discuss any concerns you may have regarding finance issues. We would love to chat to you, and look forward to helping you resolve any finance-related problems you might have.

## Launch of Easy Pay System

SEPT 2012, SIGNAL HILL AND ACACIA PARK

At the Msunduzi Housing Association, we are constantly searching for avenues that benefit our tenants, and help to make daily errands easier.

In the past year, we installed a merchant machine that allows tenants to pay for electricity using their debit/credit cards. This resulted in tenants saving time, as they were no longer obligated to deposit monies for electricity directly into our account at a bank or an ATM. We received a lot of positive feedback regarding the merchant machine.

After many suggestions from our tenants, and much research, the MHA takes much pleasure in informing the tenants that within the next month, we will be a certified easy pay member. This means that our tenants will be able to purchase electricity, at any time, from a number of different venues (e.g. Pick n Pay, Shoprite, etc).

We look forward to working together with you to improve the quality of living for all tenants, and a bigger, brighter future.

## CALENDAR OF EVENTS

There are many events taking place at the MHA's developments. Below is a list of the events that may impact upon you:

### SIGNAL HILL FUN DAY

PLACE: SIGNAL HILL

TIME: 15 SEPTEMBER 2012, 9AM TO 12PM

This is a Fun Day with a purpose – in addition to jumping castles and activities for the kids, we will have health related events (such as voluntary testing, financial planning and advice, and so on) for the adults. We aim to have something for everyone, and try to be inclusive. If you have any suggestions for activities that you would like, please place them in the suggestions box at Reception, or email Khosi (csm@msunduzihousing.co.za).

### BUILDING CONDITION AUDIT

PLACE: SIGNAL HILL AND ACACIA PARK

TIME: 10-14 OCTOBER 2012

And external consulting company will be conducting an audit of the buildings at both complexes. Not all units will be checked. If your unit is selected for a building check, you will be required to grant the auditors access to your unit. More information to follow.

### COMMUNITY SURVEY

PLACE: SIGNAL HILL

TIME: TBA

It is important for us to hear your views, and get feedback on your satisfaction levels with the services we provide. There will therefore be a post-occupancy satisfaction survey at Signal Hill. This is tentatively scheduled for November, but the date has yet to be confirmed. Tenants will be notified as soon as the date has been confirmed.

Policy and Development Studies. He is a Policy Analyst, and will be employed as the company's Community Development Officer.



Byron Abrahams

It is our hope that Khosi and Byron fit into the company well, and that their time with us will be long and productive.

*The Msunduzi Housing Association is committed to creating a competent staff complement, to better serve our tenants in all areas relating to their tenancy with the MHA.*

## Letting

The Letting Department is pleased to work so closely with tenants. We would like to remind all tenants of the following:

- Please remember to make use of the skip. It is a great help when tenants take the initiative and remove their bin bags without waiting for the casual labor to do it.
- Please make use of the washing lines that we have provided, rather than hanging your laundry on the fences or staircase railings.
- Remember to keep your bathroom windows opened when taking a shower, so that the steam does not cause mold to grow on the walls and ceiling.

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

## Acacia Park Painting

As part of our commitment to creating a safe and beautiful environment for our tenants to live in, Acacia Park has recently undergone an exterior re-paint. The process is still ongoing, and will only be complete when each building has been completely repainted on the outside.

Should you be worried about security, please remember that all contractors are required to be suitably identified, and must be able to produce valid identification while on site.



Painter at Acacia Park

## Front Office

Reception staff would like to take this opportunity to thank all tenants for their patience with us during moving our office. It was a trying and difficult period, and we at the Front Desk would like to take the opportunity to thank you for your understanding, and for the great attitude you showed during this time.

Please remember that if you need a letter to move your furniture, your account must be fully paid (this includes rent and water). Unless your account is up to date, we will not be able to process your request for a

Also, bear in mind that our office hours are from 8:00am to 4:30pm Monday to Friday. Kindly adhere to these times with any matters relating to your occupancy and we will gladly assist you.

Thank you for your patience and understanding, and for working with us to build a better life for all our tenants.

## Maintenance

The maintenance department would like to remind all tenants that, according to the lease agreement, it is the responsibility of the tenant to ensure that the inside of the premises are in good order and condition.

Depending on the circumstances, it will usually be the tenants' responsibility (and at the tenants' cost) to ensure that small maintenance inside the unit is carried out. This includes, but is not limited to, things such as:

- Painting inside the premises.
- Replacement of broken glass in windows or mirrors.
- Usual repair to and replacement of door handles, locks and hinges, switches, and doorbells.
- Maintenance of taps, and toilet cistern and seat.
- Light bulb replacement.
- All other small repairs and replacements, as required from time to time.

If all tenants ensure that they look after the condition of their units, and conduct small maintenance in a timely fashion, it will save many headaches later on. Thank you for your diligence in maintenance matters!

Should you have any queries regarding maintenance at your unit, please don't hesitate to ask your Housing Supervisor, or to schedule a meeting with the Maintenance Department. Thank you!

## Contact Details:



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