



Dear Tenants

It's that time of the year again, where we all get to spend quality time with our families and enjoy the festivities of the end of the year. It's also a time to reflect on the decisions we have taken during the year, and to plan ahead for the future year.

There have been some exciting changes at Msunduzi Housing Association NPC. As a growing company, we have decided to rebrand ourselves, and consequently have also renamed our business. We are very pleased to announce that we now trade with a new name – Capital City Housing NPC! We can assure you that, in line with our rebranding and changing company image, we will strive to bring you , even better service during your stay with us.

In closing, I would like to remind everyone that Christmas is a time for giving, and as we reach out to family and friends, I hope we'll also open our hearts to those who are lonely and in need, and to citizens less fortunate than ourselves.

From all of us at Capital City Housing, have a happy festive season, and we wish you all of the best for the year ahead.

Khosi Xaso

Client Services Manager

**Housekeeping**

The letting department would like all tenants to be aware of the following issues:

- There has been a noticeable increase in the number of complaints that we receive regarding excessive noise. Please be aware that excessive noise is prohibited by your lease agreement. Breaching your lease agreement by making excessive noise may lead to the termination of your lease agreement.
- Please not that it is **illegal** to use or consume illegal substance such as marijuana in public areas. Furthermore, it is illegal to consume alcohol or smoke cigarettes in public areas, regardless of time of day or night. Any tenant seen doing this will be reported to the SAPS with immediate effect, and their lease will be subject to immediate termination.
- Please do not loiter around the tuckshop & the computer centre at your development. We especially appeal to tenants not to smoke cigarettes in these areas. Not only is it illegal to do so, but there are also many children playing around these areas, who will be negatively affected by second-hand smoke.
- Please keep the grounds of your development free of litter (this includes bin bags, bins, and any furniture items left outside the units). We especially request that you do not throw your cigarette butts (and other items of a personal nature) from the top units to the ground. A R50.00 fine will be levied for any instance of littering.
- In addition, please do not throw any food, sanitary towels, or any other foreign objects down the toilets, drains, and wash troughs, as this causes blockages in the pipe systems, and is strictly not allowed.

The current refurbishment of units in our developments has greatly impacted on the parking system at the developments, especially at the 3 bedroom areas. Allocation of additional parking is under way, and we plead with all tenants to be considerate of one another.

Please also bear in mind that summer is the time of the year when pests are at their worst. We have seen a noticeable increase in past weeks in the number of wild cats and other vermin at the developments. We therefore appeal to all tenants not to leave bins and bin bags outside the units, as this encourages these pests, which is dangerous with the number of children playing on the grounds.

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# FINANCE NEWS

This is 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: AP-121-Rent)**

## **SIGNAL HILL ACCOUNT DETAILS:**

BANK: **NEDBANK, BOOM STREET**  
ACCOUNT NAME: **MSUNDUZI HOUSING ASSOCIATION**  
BRANCH CODE: **187505**  
ACCOUNT NUMBER: **1165033550**  
REFERENCE: **(eg: SH-121-Rent)**

Please use the correct banking details for all deposits and payments, and *ensure that you use the account details for the development where you live.* It is also very important that you DO NOT put your Name, Rent, or your cell number as your reference when making a payment.

In addition, please do not make use of ATMs (automated teller machines) to make rental payments. When using an ATM, the reference does not show on the statement we receive from the bank. This means that your payment will not be captured against your name, and your rental account will go into arrears. If, for some reason, you absolutely must use an ATM, then please immediately fax or email us a copy of your deposit slip, with your name and unit number on it, and we will manually enter your payment.

## **Debit Orders**

This is just a small reminder that as the 25th and 26th December are public holidays, debit orders scheduled for these days will go off on the next working day, which will be the 27th. In addition, as the 1st January is a public holiday, debit orders for this date will go off on the next working day, which is the 2nd January.

Please also note that tenants who are paying by debit order on the 15th and 25th of each month, are paying in advance for the following month. Should your debit order be reversed, for whatever reason, during the holiday break, then please note that you will no longer be in advance, unless you make a cash payment to cover the reversal. Please also bear in mind that tenants can now pay their

rent by credit/debit card at the front counter of our office.

## **Closing Times**

Please note that the offices will be **closed as of Thursday 15th December 2016 at 04:30pm**, and will **re-open at 08:00am on Wednesday 04th January 2017**. Office staff will not be available for consultation during the entire holiday break. Housing Supervisors and Maintenance Staff will be on hand at the developments to deal with **emergency situations only**.

The office will open on the 28<sup>th</sup> December 2016 from 9:00am to 1:00pm for sales of water and electricity. The office will **ONLY** be opened for sales, so there will be no staff on hand to deal with queries.

Please also bear in mind that we keep no cash at the office – all water and electricity must be bought with a debit or credit card, or via direct deposit into our bank account.

## **Front Office News**

There have been exciting changes taking place at our offices, with our name change coming into effect. The company will now be known as Capital City Housing NPC. Please be assured that it is only our name that has changed – you can still expect the same high level of service delivery, customer service, and attention to detail, as we strive to do even better in the months and years ahead than we have done so far.

The friendly voice that you hear when phoning the office is Sibongiseni Maphalala (also known as Nuh), who is filling in for Faye while she is on maternity leave after welcoming a beautiful baby girl at the end of August 2016. We all send our warmest congratulations to Faye on the newest addition to her family.

We also welcomed a few new staff members. Lindani Shoba and Tylor Sheik are filling the positions of Letting Agents as of the 1st November 2016, so that the office is prepared for the extra volume when Aloe Ridge comes on line. Also, the Finance department has gained Siyabonga Dubazane, who is a Loss Recovery Officer. We have also welcomed Xoliswa Dlamini onto the cleaning staff for the office. And finally, Rhoda Basdeo joined us as a Financial Accountant. We are sure that they will all be valuable assets to the company and our tenants alike, and look forward to working with them to improve the lives of all our tenants.

We would like to take this opportunity to wish our tenants and their families a safe and blessed holiday

season. We wish everyone a prosperous new year, and look forward to working together in 2017.

## COMMUNITY DEVELOPMENT EVENTS

We hosted successful fun days at Signal Hill and Acacia Park in this year. We would like to thank all parents for allowing their children to participate in these events, despite the threat of wet weather.

Thank you to all tenants who came out to support their children and participated on these days, and to all the Acacia Park and Signal Hill kids who put the FUN back into Fun Days!

The computer centers are still a popular place on the developments. We have put in a lot of work this year on upgrading the PCs. To this end, we removed all hard drives, reformatted them, and replaced them. This will help to extend the lifespan of the computers, and ensures that we do not have to spend more money on expensive repairs in the months and years to come.

We also hosted a visit to the eMuseni Home for the Aged. The visit was arranged by Mrs Busi Mati, who took a group of young people from Acacia Park to the home, where they provided the residents with baked goods that they themselves had prepared and taken along to the home. They also sang and provided entertainment for the residents. In addition, they distributed care packages to the residents, which were graciously donated by the Gift of the Givers Foundation. All in all, the visit was a valuable learning experience for the young people of Acacia Park, which we aim to improve in the months and years to come.



MHA Future Leaders at eMuseni Home for the Aged

In addition to the Fun Days, we have also started a Reading Centre for the kids of Acacia Park and Signal Hill. The reading Centre is run by Mr Elton Adkins. He focuses on spending time with the kids, helping them to improve their reading skills, and thereby assisting them to become top achievers! We appreciate the support that our tenants have shown for Mr Adkins, and wish him every success in the year to come.

## MAINTENANCE

### Aloe Ridge

Aloe Ridge, our new Westgate/Grange development, is proceeding well. Building began in 2014, after many delays that were out of our control. We expect delivery of the first 313 units in January 2017, and when complete, we will have added 952 new units to our stock. This will place a lot of strain on the operations of the office, but we relish the challenge that this affords us to grow, and to become better at meeting the needs of our tenants.

### Site Maintenance

As part of our on-going maintenance obligations, the CCH has also been busy at the existing sites. We have created space for tuckshops on both developments. We are continually ensuring that the tuckshops, as well as the site offices and PC Centres, are running optimally.

We had major problems at the start of the rainy season, especially with the water drainage system at Acacia Park. When the summer rains started a few months ago, the drainage system was not able to cope with the stress that the downpour placed on it. As a result, there was much standing water outside the entrance to some units. We have been working hard to rectify the situation, and have tried a number of remedies, with more or less success. The Maintenance department thanks all of our tenants for the mature attitude they have displayed, and for being so patient with us in a situation that was clearly out of our control. We appreciate that the attitude was one of 'how can we work together to sort this problem out', rather than playing the 'blame game'. We appreciate your patience with us!

### Refurbishments

One of the most noticeable maintenance changes on site has been the refurbishment of some of the three-bedroom units into singles accommodation. The conversions have been proceeding well, and many of the newly refurbished bachelor flats are already

occupied. We have noticed that there has been an increase in the frustrations regarding parking bays, especially since the bachelor units have come on line. We appeal to tenants to please be considerate with one another in this regard. If you do experience a problem with your parking bay, please contact your housing supervisor immediately – he will be more than happy to assist you with resolving the issue.

### Guard House

Much work was done to construct a proper guard house at Acacia Park. We would just like to remind tenants that this has meant that some of the parking bays were claimed as part of the guard house. This has resulted in all the parking bays on the guard house side of the development being 'shifted over' to accommodate the guardhouse.

### Social Housing Refresher

It is always a good idea to find time for self-reflection, and at this time, we would like to provide some food for thought as you head into the holiday season.

The Social Housing Act (Act 16 of 2008) defines social housing as a "rental or co-operative Housing Option for Low Income Persons at a level of scale and built form which requires Institutional Management and which is provided by accredited Social Housing Institutions or in accredited social housing projects in Designated Restructuring Zones".

Social housing is a term used to refer to housing that is rented out to households that have medium to low incomes, at rentals that are charged below regular market-related rent. In South Africa, Social Housing is owned by private, non-profit organizations, called Social Housing Institutions or SHI's (there are many of these across the country, for example, First Metro Housing Corporation or Johannesburg Social Housing Company).

There are 3 things that make social housing different from rented housing in the private rental market. Firstly, it is allocated to applicants according to criteria of an administrative nature, according to guidelines set by the provider of the housing service.

Secondly, the rent charged to the tenant is usually capped at the market rent and then discounted, to take into account the tenant's capacity to pay without being 'stressed' by their rent payments.

Thirdly, the period of occupancy offered to the tenant is generally on a more assured or 'long term' basis than is the case with private-rental tenancies. This means that, after an initial fixed-term, the tenancy becomes a continuing tenancy, generally for as long as the household continues to need it.

We hope that this quick refresher will provide you with some food for thought as you head into the holidays!

### SEASON'S GREETINGS

During the Holiday Season, more than ever, our thoughts turn gratefully to those who have made our progress possible. In this spirit, the directors and staff of Capital City Housing NPC would like to wish all our tenants and their loved ones a holiday season and New Year filled with much joy, happiness, and success. May you and your loved ones have a safe and blessed holiday season, and a truly prosperous 2017.



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