DR AB XUMA LOCAL MUNICIPALITY

BENEFICIARY ADMINISTRATION AND ALLOCATION POLICY

2026/27

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1. LIST OF ABBREVIATIONS

ARF	-Allocation Request Form
BA	-Beneficiary Administration
HOD	-Head of Department
HSS	-Housing Subsidy System
MEC	-Member of Executive Council
MINMEC	-Minister, and Members of the Executive Council
NDHS	-National Department of Human Settlements
NHNR	-National Housing Needs Register
PDoHS	-Provincial Department of Human Settlements
PIEA	-Prevention of Illegal Eviction Act
PM	-Project Manager
PSC	-Project Steering Committee

2. DEFINITION OF TERMS

Applicant	Refers to a member of the public who has completed a registration for assistance to acquire a house from the variety of housing options available through the national housing programme, and whose details have been captured on the National Housing Needs Register.
Approved Beneficiary	Refers to an applicant whose application for a housing subsidy has been approved by the Provincial Department of Human Settlements.
Beneficiary Administration Officer	Refers to an official responsible for Beneficiary Administration for the Department of Human Settlements
Beneficiary Financial Dependant	Refers to Minor biological children, adopted children, foster children, children 18 years and over who are studying biological parents and dependent on the beneficiary (National Housing Code of 2009)
Child Headed Household	Refers to a person between 18-25 years of age who is the head of household and taking care of other family member the family.
Deceased Beneficiary	Deceased Beneficiary refers to an approved person who has died.
Destitute	Refers to an extremely poor individual and lacking means to provide for oneself, totally impoverished,

	without means of subsistence, lacking food, clothes and shelter, an individual who depends on another person to realize their basic human right and has been exposed to abusive situation as defined in the Human Settlements Destitution Policy of 2023.
Elderly Persons	Refers to a female person who is 60 years and older and or male persons 65 years and older as defined by Elderly Persons Act 13 of 2006.
Housing Allocation	Allocation of a new state subsidised house or rental unit to a specific applicant or beneficiary who has met the selection criteria for the dwelling or project.
Military veterans	refers to a South African citizen who rendered military service to any of the military organisations, which were involved on all the sides of South Africa liberation war from 1960 to 1994, those who became members of the South African National Defence Force after 1994 and has completed as stipulated in the Military Veterans Act.
Missing Beneficiary	Refers to an untraceable person who has been approved on HSS and whose status of living cannot be confirmed as defined in the housing code.
Municipality	Refer to Local, District and Metropolitan office as determined by the Constitution of the Republic of South Africa Act No. 108 of 1996 Section 155 (6) (1) (b).
National Housing Needs Register	The NHNR refers to a central database that offers households the opportunity to register their need for adequate shelter by providing information about

	their current living conditions, household composition and to indicate the type of housing assistance they require from government.
Persons Living with Disability	Refers to a member of a household who receives a permanent disability grant from SASSA until the person reached the old, aged grant, this refers to pensionable age of 60
Project Manager	Refers to an individual appointed by the Department of Human Settlements to administer the project as the link between contractor, project consultant, Provincial Department of Human Settlements, Project Steering Committee, and the Municipality.
Vulnerable Groups	Refers to people and children living with disabilities, women, older persons, historically disadvantaged racial groups, and homeless persons and persons living in rural areas as defined in the South African Human Rights Commission and Labour Protocol

The Eastern Cape Department of Human Settlements continues to change the landscape of the Province through creating integrated sustainable Human Settlements, serving the most vulnerable of our communities in realisation of the strategic priorities. National Housing Act 107 of 1997 provide for the facilitation of sustainable housing process. The Constitution of the Republic of South Africa, Act 108 of 1996 enshrines that everyone has the right to have access to adequate housing, makes it compulsory upon the state to take reasonable legislative and other measures within its available resources to achieve the progressive realisation of this right.

Consequently, the allocation of housing opportunities to deserving beneficiaries is the responsibility of the Department of Human Settlements. In ensuring that a transparent, equitable and uniform process is followed during housing beneficiary allocation, the

Eastern Cape Department of Human settlements developed a beneficiary allocation policy which was signed and adopted in 2018. The policy outlined the qualifying criteria, functions, and responsibilities in the housing beneficiary allocation processes.

However, the Department of Human Settlements identified gaps with their own processes related to the implementation of allocation and beneficiary administration process. The Identified gaps include the following: Allocation committees are not functional, the department is not focusing on new project application, mostly focusing on previously approved beneficiaries, the issue of vandalised and unoccupied, manipulation of lists in National Housing Needs Register, lack of awareness, needs assessment and illegal occupation, as other municipalities are not using Housing Needs Register (HNR).

The identified gaps led the Department to review the policy to ensure the effective implementation of beneficiary administration and allocation of government subsidised houses.

5. PURPOSE

The purpose of this policy is to ensure effective implementation of beneficiary administration, and allocation process by the Eastern Cape Department of Human

Municipality. The realisation of this objective is underpinned by the following subsidiary objectives:

6.1. To ensure proper beneficiary administration, and allocation.
6.2. To ensure that national housing needs register is utilised when allocating houses to qualifying beneficiaries.
6.3. To ensure proper and timeous consumer education, and social facilitation.

7. REGULATORY FRAMEWORK

The Policy is developed in line with the legislations listed below:

7.1. The Constitution of the Republic of South Africa of 1996

Chapter 2, Section 26, which state that everyone has the right to have access to adequate housing.

The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right.

7.2. National Housing Act 107 of 1997, Republic of South Africa

To provide for the facilitation of a sustainable housing development process; for this purpose, to lay down general principles applicable to housing development in all spheres of government.

7.3. National Housing Code of 2009

Sets the underlying policy, principles, guidelines, norms, and standards which apply to governments various housing assistance programmes introduced since 1994 and updated.

7.4. Strategy for the Allocation of Housing Opportunities created through the National Housing Programmes.

The objective of these guidelines is to facilitate a fair, equitable, transparent, and inclusive selection and housing subsidy application approval processes for all housing development projects undertaken through the IRDP and informal settlement upgrading

The BNG emphasises meaningful participation of other sector departments especially those in the built environment and demonstrates and moves away from supply centred model to a demand centred model. In addition, there is a shift towards building Integrated Sustainable Human Settlements.

7.6. Law of Succession Amendment Act 43 of 1992

If a descendant of a testator excluding a minor or a mentally ill descendant, who, together with the surviving spouse of the testator, is entitled to a benefit in terms of a must renounces his right to receive such a benefit, such benefit shall vest in the surviving spouse.

7.7. **Protection of Personal Information Act 4 of 2013.**

Set out conditions for responsible parties to lawfully process the personal information of data subjects. It is important because it protects data subjects from harm, such as theft and discrimination.

7.8. Promotion of Access to Information Act 2 of 2000.

Enacted to give effect to the constitutional right of access to information. All people in South Africa including non-nationals, can request information including private and public bodies.

8. VALUES PRINCIPLES AND PHILOSOPHY

The Policy must be implemented based on the listed below values and principles that guide the Dr AB Xuma Local Municipality

Transparency and accountability	Good governance and clear communication
Respect and courtesy	Acknowledge the centrality of human dignity in all that we do
Professionalism and integrity	Ethical conduct that upholds a client oriented approached

9. SCOPE OF APPLICABILITY

The Policy is applicable with the Dr AB Xuma Local Municipality Jurisdiction.

The policy must prioritise vulnerable groups, consisting of the following categories as defined under the definition of terms:

9.1. Elderly persons

9.2. Destitute persons

9.3. Military veterans

9.4. Youth with financial dependants

9.5. Persons living with Disability

9.6. Women with financial dependant

10. IMPLEMENTATION PROCEDURE

10.1. The Beneficiary Administrator (BA) should ensure that all the applications are correctly completed and supported by the required documentation of proof.

10.2. BA should then refer the completed application forms with all the required documentation to the secretariat of the Allocation Committee for evaluation.

10.3. Establish Housing Needs Register as required by the Eastern Cape Department of Human Settlements.

10.4. All names of potential beneficiaries must be drawn from the National Housing Needs Register.

10.5. The allocation committee must verify the list of names according to criteria as set out by the Provincial Department of Human Settlements.

10.6. Social Facilitation and Customer Care must ensure effective engagement of communities, beneficiaries, political and traditional leadership to collaborate in project planning, implementation, and its success.

10.7. Social Facilitation and Customer Care must also ensure the mobilisation of communities and beneficiaries on access to available housing

administration, and allocation of housing opportunities by Dr AB Xuma Local Municipality.

11.1. Allocation committee must consist of four members (two members from the Municipality and two from Department of Human Settlements),

11.2. The Allocation Committee is responsible for overseeing the entire process of housing subsidy application and allocation,

11.3. Chairperson should be the member from Municipal Managers Office or an official from housing or infrastructure section/department of the municipality,

11.4. The secretarial function of the Committee shall be fulfilled by the municipal official. All proceedings and decisions of the Committee must be recorded and preserved for auditing purposes,

11.5. Deputy Chairperson should be the member from Provincial Department of Human Settlements (Beneficiary Administration or Social Facilitation Directorate),

11.6. No municipal councillors or any political office bearers should form part of the Committee or be involved in a discussions or decisions regarding the selection and allocation of government subsidised houses to the beneficiaries in a project,

11.7. Frequency of meetings should be informed by project process and progress,

11.8. The Allocation Committee quorum should always comprise all four members of the Committee and

12. FUNCTIONS OF THE ALLOCATION COMMITTEE

The committee is responsible to undertake the following functions:

12.1. To administer the selection and allocation process in terms of the legislative provisions;

provisions of this policy;

12.4. To set out allocation criteria in line with the municipal priorities when distributing government subsidised houses in a project, the committee must ensure that:

12.5. 20% of houses are allocated to the destitute people.

12.6. 10% is allocated to military veterans,

12.7. 2% to persons living with disability,

12.8. 10% for the Youth with dependents and

12.9. 58% for elderly persons, and

12.10. In a project where the approved beneficiaries are missing or untraceable, the process of deletion and deregistration should be recommended and start

the process of replacing the missing beneficiaries as stipulated in the National Housing Code.

13. ROLES AND RESPONSIBILITIES OF THE STAKEHOLDERS

The implementation of this policy requires participation of the following key stakeholders as outlined below:

14. NATIONAL DEPARTMENT OF HUMAN SETTLEMENTS

The National Department of Human Settlements is expected to undertake the following roles and responsibilities:

14.1. To develop and maintain the NHNR;

14.2. To assist and support in the implementation of the NHNR and

14.3. To assist in the process of deletion and de-registration of the missing beneficiaries as and when required.

15. EASTERN CAPE DEPARTMENT OF HUMAN SETTLEMENTS

The Eastern Department of Human Settlements should undertake the following roles and responsibilities through the listed below Sub-Programme:

16. BENEFICIARY ADMINISTRATION

16.1. Responsible for submitting the completed allocation request form via the agreed process from the municipality for approval of the recommended project

administrators and assist in the execution of all other duties and functions related to the beneficiary subsidy application process;

16.3. Responsible for providing the municipalities with a list of beneficiaries who have been allocated with housing opportunities;

16.4. Responsible to coordinate housing consumer education workshops for all approved beneficiaries;

16.5. To keep a record and verify the number of beneficiaries; Responsible for ensuring that the lists of applicants provided by the municipality are submitted to the allocation committee for consideration;

16.6. Verification of the final subsidy applications submitted for approval;

16.7. To ensure participation of committee members in the allocation process;

16.8. To ensure that the composition of the Allocation Committee is adhered to as stipulate in this policy;

16.9. To ensure that there is frequent sitting of the Allocation Committee meetings;

16.10. Responsible to inform the Allocation Committee of the approval of the subsidy applications, and

16.11. Involvement in the de-registration of untraceable beneficiaries.

17. SOCIAL FACILITATION AND CUSTOMER CARE

17.1. To ensure that beneficiaries are empowered to participate and take ownership of their development in partnership with the department and its implementing agencies.

17.2. To provide conflict resolution mechanism in case of disagreement amongst the warring role-players within community to avoid project delays.

17.3. Empowerment of communities and beneficiaries to participate and take ownership of their development in partnership with the Department

18. MUNICIPAL SUPPORT AND CAPACITY BUILDING

18.1. Responsible to ensure that NHNR is developed by municipalities in the province, and

other municipal officials, provincial government representatives and the PSC on matters relating to beneficiary selection, approval and allocation.

19.2. Responsible to ensure that Department is represented in the Allocation Committee in the municipality.

20. MUNICIPALITY

Dr AB Xuma Local Municipality undertakes the following responsibilities:

20.1. To establish and maintain the National Housing Needs Register,

20.2. To integrate Housing Demand Database into National Housing Needs Register,

20.3. To conduct annual drive requesting applicants to register and update their information in the NHNR,

20.4. To accept and capture all competed NHNR forms onto the System,

20.5. To participate in the Allocation Committee and draw all potential beneficiaries from the Housing Needs Register,

20.6. To write an invitation to prospective beneficiaries on the approved list to apply for housing subsidies and provide the required application forms and detailed information,

20.7. To publish the list of prospective beneficiaries in all public spaces namely: the local newspapers, public offices of the municipality and or in the project location, local post office with the approval of the relevant authorities,

20.8. Inform the Allocations Committee for approval and make submission to council for council approval,

20.9. To receive and record the completed application forms of the selected Beneficiaries. Evaluate the applications for compliance with the qualifying criteria and submit applications to the provincial department for approval,

20.10. Make sure that the awareness campaign about the development of the housing need register/ housing demand database is held in the communities,

occupation of property.

21. APPLICANT

The applicant is expected to:

22.1. Ensure that his/her name is registered in the Housing Needs Register of the municipality,

22.2. Submit all required documentations to the municipality and allocation committee, and

22.3. Inform their Municipality with regards to any changes to their personal information and circumstances to update information on National Housing Needs Register.

22. PROJECT STEERING COMMITTEE

22.1. The PSC should play an advisory role in a project and

22.2. To facilitate effective communication between the stakeholders and the approved beneficiaries for the duration of the project.

23. MONITORING AND EVALUATION

The provincial Dr AB Xuma Local Municipality is responsible for monitoring and evaluation of this policy through regular interaction with relevant stakeholders.

24. POLICY REVIEW

The effective date of this Policy should be the date of approval by the Council, this policy shall be reviewed after a period of 3 years or if there are gaps identified.

25. POLICY ADOPTION

The accounting officer must be the accountable custodian of the Beneficiary Allocation policy and must ensure that this policy is submitted to the council for consideration and

This policy must be reviewed at least annually to ensure that it is adaptable to operational changes and it is aligned with the legislative environment. When deemed necessary on ad hoc basis, the Accounting Officer must submit proposals of amendments of the policy to the Council for consideration and adoption.

SIGNATURES

ADOPTED BY THE COUNCIL OF DR AB XUMA LOCAL MUNICIPALITY

CLLR S ZANGQA
HONOURABLE MAYOR

29/05/2026
DATE

RESOLUTION NUMBER: ....11/29/05/2026.....