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The official Housing Company Tshwane newsletter

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HCT firefighters

See Something, Say Something

Tshwane Strengthens Drive for Sustainable Human Settlements Through Stakeholder Symposium.

TSHWANE – The City of Tshwane hosted the #HumanSettlementsSymposium, bringing together government, industry leaders, developers, financiers and other stakeholders to explore collaborative partnerships aimed at advancing sustainable human settlement development across the city.

The symposium highlighted the critical role of human settlements in driving economic growth and improving the quality of life for residents. Discussions focused on strengthening partnerships that will accelerate housing delivery, unlock investment opportunities and support inclusive urban development.

Addressing delegates, City of Tshwane Executive Mayor, Dr. Nasiphi Moya emphasised that human settlements are central to the City's #TshwaneEconomicRevitalisation Strategy, which seeks to attract investment, stimulate economic activity and create opportunities for local businesses and communities.

"Our vision is to build compact, connected and integrated communities where residents live closer to economic opportunities. The true measure of economic success is reflected in the daily lives of our people—when families spend less time commuting and more time together, when young people can access opportunities closer to home, and when households spend less on transport and more on building secure and prosperous futures." the Executive Mayor said.

The City noted that sustainable human settlements extend beyond the provision of housing, serving as a catalyst for economic inclusion, social cohesion and long-term urban resilience. By promoting integrated planning and stronger public-private partnerships, Tshwane aims to create neighbourhoods that connect residents to employment, education, public transport and essential services.

The symposium reaffirmed the City's commitment to working collaboratively with stakeholders to develop innovative and sustainable solutions that support inclusive growth while improving the living conditions of all Tshwane residents.

Townlands Social Housing residents march to Tshwane House to deliver their memorandum.

PRETORIA – Residents of the Townlands Social Housing Project have submitted a memorandum raising concerns about various aspects of the management of the development, including rental increases, annual lease renewals, maintenance, safety, and the prolonged closure of the on-site tuck shop.

The memorandum, addressed to the City of Tshwane's political leadership, alleges that tenants are experiencing financial pressure due to rental adjustments, an inflexible annual lease renewal process, deteriorating living conditions, inadequate maintenance, and a lack of transparency regarding rental calculations. Residents also expressed frustration over the continued closure of the designated tuck-shop facility, which they believe limits economic opportunities within the complex.

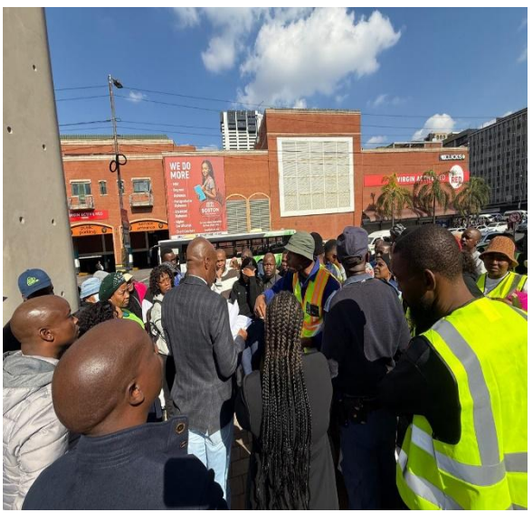
Housing Company Tshwane (HCT), which manages the social housing development, has responded by stating that many of the issues raised are governed by the requirements of the Social Housing Regulatory Authority (SHRA) and are not discretionary decisions of the entity.

According to HCT, rental amounts are determined using SHRA-approved household income brackets, requiring tenants to submit proof of household income annually to confirm continued eligibility for social housing. The entity explained that where a household's income increases, tenants may move into a higher rental category, while households experiencing reduced income may qualify for lower rental categories.

HCT further stated that the annual lease renewal and qualification reassessment process is a regulatory requirement designed to ensure continued compliance with social housing eligibility criteria. Supporting documentation, including pay slips and bank statements, is required for verification, audit and compliance purposes.

On maintenance concerns, HCT acknowledged challenges relating to vandalism, damage to infrastructure, and recurring repairs to heat pump systems. The entity indicated that several service providers have been appointed to maintain electrical infrastructure, plumbing, CCTV systems, pest control services, and heat pumps, while additional projects, including traffic improvements and security camera upgrades, are awaiting approval.

Addressing concerns about the non-operational tuck shop, HCT explained that the Townlands property is currently zoned for residential use only, preventing any commercial activity on the premises. The entity said a rezoning process is underway, with the appointment of professional consultants expected to facilitate the required statutory approvals. Subject to regulatory approvals and procurement processes, the tuck shop could become operational by the end of 2026.



The memorandum also raised allegations of unlawful evictions and abuse of authority. HCT rejected these claims, maintaining that all lease terminations and eviction proceedings have been conducted in accordance with applicable legislation, lease agreements and due legal process. The entity added that legal representatives are appointed whenever eviction matters are challenged in court.

Regarding safety, HCT stated that Townlands remains protected by 24-hour security services and that no formal reports have indicated that residents' lives have been placed at risk. The entity encouraged tenants to report safety concerns to management or on-site security personnel for immediate attention.

The exchange highlights the ongoing challenges of balancing regulatory compliance, sustainable management of social housing and the expectations of residents. As discussions continue between tenants, Housing Company Tshwane, the City of Tshwane and the Social Housing Regulatory Authority, all parties have expressed a commitment to finding practical solutions that improve living conditions while ensuring the long-term sustainability of the Townlands Social Housing Project.

HCT Firefighting Training for staff

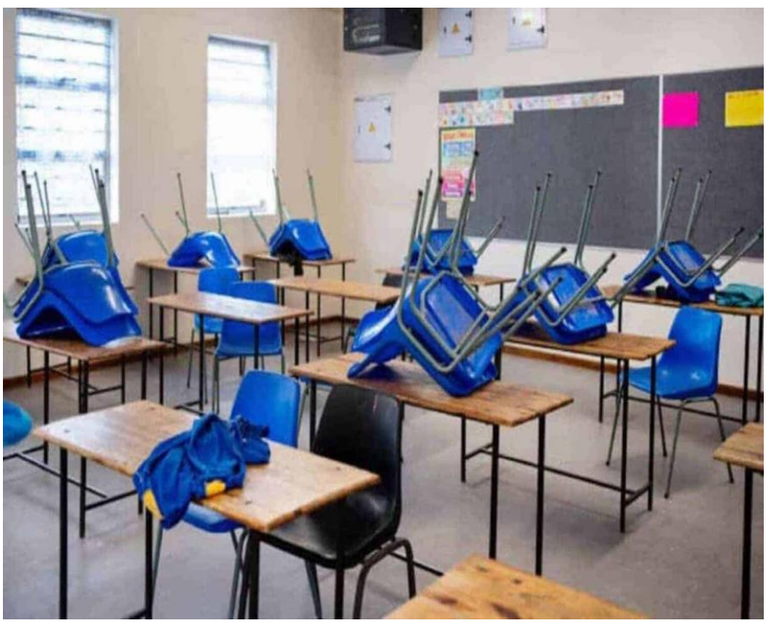
Housing Company Tshwane has strengthened its commitment to safety by equipping staff members with essential firefighting skills through a comprehensive training programme.

The training combined theory and practical exercises, enabling employees to identify fire hazards, operate fire extinguishers correctly, respond effectively to fire emergencies, and assist with safe evacuation procedures. These skills will enhance the organisation's emergency preparedness and ensure staff are better equipped to respond swiftly in the event of a fire.

The training also delivers direct benefits to tenants across all Housing Company Tshwane residential developments. A well-trained workforce can help minimise risks, protect lives and property, support safe evacuations, and provide immediate assistance while emergency services are on their way. It also promotes a stronger culture of safety and fire prevention throughout the organisation's buildings.

By investing in employee development and emergency preparedness, Housing Company Tshwane continues to prioritise the safety and wellbeing of its staff, tenants, and communities while maintaining safe and secure living environments.

TERM 2 SCHOOL HOLIDAYS VISITATION LETTERS.



The June school holidays are the longest of the school year, and many parents and guardians will welcome their children and relatives to stay with them.

In accordance with the House Rules, all visitors who will be staying for more than two (2) consecutive nights are required to obtain a letter of visit from the management office.

Residents are requested to submit proof of identification (South African ID, passport, or birth certificate) for their children or relatives to receive a visitation letter. This requirement forms part of the House Rules contained in the lease agreement and helps ensure the safety and security of all residents.

Residents may contact their respective caretakers for assistance with the application process.

Please note that residents remain responsible for the conduct of their visitors and will be held accountable for any breaches of the House Rules or incidents involving their guests.

We thank you for your cooperation and wish all our residents and their visitors a safe, warm, and enjoyable winter holiday.

Safe Communities Begin with Responsible Residents.

A safe, clean, and secure residential community is a shared responsibility that requires the active participation of every resident. While management continues to invest in security measures and the maintenance of our buildings, residents play an equally important role in protecting the places they call home.

Residents are encouraged to report any criminal activity, suspicious behavior or acts of vandalism immediately. Prompt reporting allows management and the relevant authorities to respond swiftly, minimise damage and help prevent future incidents. Whether it is the theft of property, damage to communal facilities, illegal activities or any behavior that compromises the safety of others, every report makes a difference.

Vandalism not only affects the appearance of our residential complexes but also results in costly repairs that could otherwise be used to improve services and facilities for all residents. Protecting communal spaces, reporting damaged infrastructure, and discouraging destructive behavior contribute to preserving a safe and welcoming environment.

Being an active resident goes beyond reporting incidents. It means respecting the House Rules, looking out for neighbors, safeguarding communal property, and working together to create a community where everyone feels secure and valued.

By remaining vigilant and taking ownership of our shared spaces, residents become partners in building stronger, safer, and more resilient communities. Together, we can ensure that our residential complexes remain places where families can live with dignity, peace of mind and pride.

#*SeeSomethingSaySomething.*

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Newsletter issued by HCT Marketing & Communications Department.