human settlements
Department:
Human Settlements
PROVINCE OF KWAZULU-NATAL

## NGABE UNENKINGA KAMASITENDE NESIQASHI SAKHO?

## ***ISIGUNGU ESENGAMELE EZOKUQASHISA KWA-ZULU NATAL SINGAKUSIZA***

isigungu esengamele ezokuqashisa e-kzn sasungulelwa ukuxazulula izinkinga ezisuswa ukungahanjiswa kwezinto ngokomthetho phakathi kwesiqashi nomasitende kunoma yiluphi uhlobo lwesakhiwo esiqashiselwe ukuhlala abantu (AMA-FLATS, UMJONDOLO, "EMQASHWENI", I-HOSTELA, COTTAGE).

Usizo lwesigungu luyatholakala kuyo yonke I-KwaZulu-Natal, usizo lutholakala mahhala kubantu (abathintekayo ecaleni), abadingi ukuthi bamelwe abameli. Omunye umsebenzi wesigungu kuwukufundisa, ukunika ulwazi nokucebisa iziqashi nomasitende ngamalungelo abo kanye nokumele bakwenze.

Lisi-sigungu sinamalungelo nezibopho ezilandelayo:ukwamukela kwezikhalo **(complaints)** ezivela kwiziqashi noma omasitende, ukuxazulula ukungezwani phakathi kwesiqashi nomasitende, ukuqinisekisa ukuthi wonke umuntu uhambisana nomthetho olwisana nokungaziphathi ngendlela, ukudlulisela inkinga kunoma isiphi isigungu esisemthethweni nesingaphenya kabanzi ngalolodaba uma kusolakala ukuthi kwephulwe umthetho othize, sinelungelo lokushaya umthetho wokuqeda nanoma yikuphi ukuhlukumezeka okuholela(ekuhlaleni ngabaningi,ukuhlala ngaphansi kwezimo ezingamukelekile, ukukhokhiswa imali eyeqile kanye nokuhlala endaweni ezinganakekelwa)

## Yini ongayenzelwa yilesi sigungu

- Ukwamukela nokuphenya kwezikhalo
- Ukuxazululwa kwezikhalo ngokungenelela nokubizela abathintekayo esigcawini
- Izinhlelo zokufundisa iziqashi nomasitende ngamalungelo abo nokumele bakwenze
- Ukwelulekwa nokunikezwa kolwazi mayelana nokubhalwa kwezivumelwano nokuqashisa.

## Kuyini ukungaphathwa ngendlela engekho emthethweni phakathi komqashi kanye nomasitende

Lezi izimo ezilimaza amalungelo eziqashi noma umasitende. Kungaba okunye kwalokhu okulandelayo:

- Ukushintsha izihluthulelo (okhiye)
- Ukungabuyi kwediphozi (non-refund deposits)
- Ukungakhokhwa kwe-Rent
- Ukuphuka kwempahla
- Ukwenza izinguquko esakhiweni
- Ukunakekelwa kwendawo (Maintenance)
- Ukukhishwa endlini ngokungemthetho
- Ukungena ngenkani noma ukuvimbela ukungena endlini
- Imithetho yasendlini ehambisana nezimiso zeSectional Title Act No. 95 of 1986
- Ukuchukuluzana (Nuisance)
- Ukukhishwa kwamaphepha asho noma akhombise inani lemali umuntu ayikhokhile
- Amakomiti eziqashi
- Imisebenzi kaMasipala/usizo oluvela kuMasipala
- Ukuhlala ngokucinana nokuphathelene nezempilo
- Imisebenzi yeziqashi
- Umsebenzi wokulungisa nokuthuthukisa

## Isikhalo singafakwa ngubani kwisigungu (TRIBUNAL)?

Kungaba iziqashi, omasitende, izigungu ezengamele izindawo eziqashisayo, izinhlangano zabaqashileyo, abaphethe izakhiwo eziqashisayo kanye nabanikazi bezindawo eziqashisayo esifundazweni saKwaZulu-Natal.

**Usifaka kanjani isikhalo (complaint) sakho kwisigungu (TRIBUNAL)**

Izikhalo ezibhekiswe esigungwini sezokuqasha kumele zibhalwe kwifomi lezikhalo. Izikhalo zingafakwa ngalezi-zindlela ezilandelayo:-

- Zingaposelwa emahhovisi esigungu sezokuqashisa
- Zingayiswa emahhovisi anikezela ngolwazi lwezokuqashisa angaphansi kolawulo **loHulumeni basekhaya(Municipality),** ongalapho uqashe ngakhona
- Okanye ungazilethela wena emahhovisi esigungu.

SEBENZISA ILUNGELO LAKHO NJENGOMQASHI KANYE NOMASITENDE

**XHUMANA NEHHOVISI LOMKHANDLU WANGAKINI:**

**Address : Mkhambathini Municipality (Housing Unit)**
**18 Old Main Road,**
**Camperdown, 3720**
**Contact Details: Mr. Ayanda Mthethwa**
**Tel: 031 785 9300**
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# NOMA

## ISIGUNGU ESANGAMELE EZOKUQASHISA KZN

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**Postal Address : Private Bag x54328, DURBAN, 4000**
**Tel. No. : 031 372 1808/3/4/6**
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**"Kungabe ubona ilungelo lakho ungumqashi noma Ungumasitende lihlukumezekile. Faka isikhalazo (complaint) sakho namuhla"**