



SHRA ANONYMOUS TIP-OFFS HOTLINE REPORTS

1. Complaint raised against SHI in KZN (January 2023)

Allegation	Caller alleges that a director of an SHI and an accomplice conspired in the misappropriation of funds from the SHRA for the construction of three (3) projects – two basketball courts and a community hall that are not related to the social housing project.
Investigation and outcome	The SHI against whom the complaint was raised under business rescue and the BRP received the same tip-off. An investigation is underway with intention to act against the individuals as part of the responsibilities of the BRP. The BRP has since requested information pertaining to the SHRA funding processes and documents. The information has been compiled and submitted.

2. Complaint raised against SHRA employee (May 2023)

Allegation	The caller alleged that an employee of the SHRA was irregularly appointed and promoted without meeting the minimum requirements for the position. Accordingly, it is alleged that the said employee is not fit to hold the position. The caller further alleges nepotism and conflict of interest in the appointment and continued employment of this employee.
Investigation and outcome	It has been established that the employee concerned has been with the SHRA for over 10 years. Unfortunately, the recruitment records are no longer available, and it cannot be confirmed what the minimum criteria for the role originally applied for. The investigation further revealed that SHRA in 2016 went through an Organisational Design (OD) process and a new organisational structure was approved where accommodation of all staff into the new structure was agreed to as a guiding principle. The said employee was placed into an alternative position. Although they did not meet the minimum required qualification for this role, they are currently busy with studies through an accredited institution to attain the required qualification.

3. Complaint raised against SHI in Western Cape (May 2023)

Allegation	In an email complaint, the writer alleges unfair and unreasonable evictions and operations of the management of an SHI for evicting them following COVID-19 induced hardship instead of exploring
------------	---

Confidentiality and Anonymity Disclaimer: This report is based on information received through our Deloitte Anonymous Tip-offs Hotline. The Social Housing Regulatory Authority (SHRA) is committed to protecting the identity of whistleblowers and the confidentiality of the information provided (i.e. individuals, organisations, institutions, or any other entities mentioned in the tip-offs) in accordance with the Protection of Personal Information Act (POPIA).

	alternative options of a smaller unit. The writer further alleges that high earning tenants are preferred which is contrary to social housing norms.
Investigation and outcome	<p>The SHRA was required to establish that all legal processes were followed and that the provisions of the PIE Act were followed prior to evictions being implemented.</p> <p>The investigation established that the Complainant struggled with meeting their rental obligations. They applied and qualified for rent relief in March 2022. Since then, they could not pay their rent in full at all. Some months they paid partially, and most months not at all. The landlord issued a breach letter (after the rent relief period) in September 2022. The cancellation of lease was issued in October 2022 effective end of November 2022, and they continued with requesting eviction in December 2022/January 2023. There was unfortunately no alternative but eviction. The Complainant unfortunately passed away around July 2023.</p> <p>By all accounts, the eviction process was conducted procedurally and fairly in accordance with the PIE Act.</p>

4. Complaint raised against SHI in Gauteng (September 2023)

Allegation	The anonymous caller alleged that one of the tenants at a social housing project is illegally charging prospective tenants a fee to place them in vacant apartments whereas an agent has been appointed to facilitate the placement of eligible tenants. The caller requested that the matter be investigated.
Investigation and outcome	<p>The SHRA took an approach that the allegation must be investigated as it is entirely plausible that an opportunistic tenant exploited the absence of a formal placement process and oversight structure for personal gain.</p> <p>The matter is currently under investigation. Preliminary internal investigation confirms allegations of exploitation by this tenant and formal processes are underway to remedy the situation including referring the implicated individual(s) to law enforcement agencies.</p>

Confidentiality and Anonymity Disclaimer: This report is based on information received through our Deloitte Anonymous Tip-offs Hotline. The Social Housing Regulatory Authority (SHRA) is committed to protecting the identity of whistleblowers and the confidentiality of the information provided (i.e. individuals, organisations, institutions, or any other entities mentioned in the tip-offs) in accordance with the Protection of Personal Information Act (POPIA).