



human settlements

Department:
Human Settlements
REPUBLIC OF SOUTH AFRICA



Social Housing Regulatory Authority

32 Princess of Wales Terrace, Parktown, 2193

APPLICATIONS FOR SHRA INTERNSHIP PROGRAMME

The Social Housing Regulatory Authority (SHRA) is a schedule 3A public entity of the Department of Human Settlements established in terms of the Public Finance Management Act, No. 1 of 1999 (PFMA), with the mandate to provide rental social housing for low to medium income earners as per the Social Housing Act, No 16 of 2008.

The SHRA wishes to invite applications for the following two-year Internship opportunities which are aimed at providing unemployed young graduates below the age of 35 with workplace experience in the following field

The young graduate programme is a two-year programme aimed towards providing experience to young graduates focused on taking young graduates from various Universities and the University of Technologies. This opportunity is open to South African citizens.

APPLICATION PROCESS FOR INTERNSHIP

Applicants must take note of the following requirements:

1. Applications must be submitted on the SHRA application form, available on the SHRA website to download on vacancies (<https://www.shra.org.za/vacancies/>) to be accompanied by certified copies of the Identity Document, qualifications, a comprehensive CV and proof of residential address. Please don't send pictures. Only documents, in any format, will be accepted.
2. Applications without the above will not be considered.
3. Candidates automatically consent to qualifications and criminal background checks, including employment, credit, company ownership directorship and reference checks by virtue of submitting their applications.
4. SHRA reserves the right to or not to make appointments. If no response is received from SHRA within 90 days after the closing date, it must be presumed that your application wasn't successful. Correspondence regarding the advertised will be limited to successful candidates only.
5. Applications must be submitted to tlointern@pcpconsultancy.co.za on or before **15 September 2026**. Late applications will not be considered.

**SOHCO
ROLE PROFILE
2026**

JOB TITLE: Tenant Liaison Officer Intern

REPORTING LINE: Regional Manager or Portfolio Manager

JOB LEVEL: TBD

DURATION : 24 months

LOCATION : Cape Town

ROLE PURPOSE

To assist and aid with the management of the SOHCO complex, including management of relationships with tenants, rental collection, leasing of units and maintenance.

ROLE DELIVERABLES

Key Performance Areas:

1. Marketing
2. Pre-take on assessment
3. Take on, handover and record keeping
4. Accounts
5. Debt collection
6. Lease management and tenant relations
7. Maintenance queries
8. Office administration
9. Welfare advice and support

QUALIFICATIONS REQUIRED

GENERIC SKILLS:	ATTRIBUTES
• Communication • Facilitation • Customer Service • Teamwork	• Emotional control • Interpersonal Skills • Attention to detail • Adaptability and Flexibility

- Grade 12 education

- Relevant qualification in Built Environment, ie building/property/rental management •
- Computer literacy is essential

ROLE REQUIREMENTS

Key Performance Areas	Activities	Key Performance Indicators
1. Marketing	• Engage in marketing activities by participating in formal and informal networking activities • Ensure that signage on site is visible • Furnish prospective tenants with product service offerings and required documentation criteria (product and services brochures/pamphlets)	• TBD
2. Pre “Take On” Assessment	• Assist new applicants in completing forms and documentation • Receive, sort and review application forms from prospective tenants • Assess whether pre-qualification criteria are met and source additional information if required • Complete credit checks and rate applications that have been through credit vetting process • Call qualifying tenants and advise that their application has been approved • Call non- qualifying tenants and advise that their application has not been approved	• TBD
3. “Take On”, handover and Record Keeping	• Assist with the leasing process • • • Input leasing data onto the Novtel system • Scan and upload all documentation to Shared drive and Novtel Relations • Sort hardcopy files in the office • Sort softcopy files on the Shared drive	• TBD

4. Accounts	Assist tenants with rental account queries.	TBD
5. Debt Collection	- Assist with the rental collection process through: - Distributing rental statements - Following up on tenants that are in arrears	TBD
	- Distributing arrears letters and final notices - Implementing credit control procedures through: - Calling of tenants who have not paid by the 6th of each month - Visiting tenants who are more than 1 month in arrears - Inspecting all arrear rental units weekly to ensure tenants have not absconded	
6. Lease management / Tenant Relationships	- Attending to tenant queries and complaints - Enforcing house rules - Deal with complaints between parties and facilitate an amicable resolution - Issuing notice letters and warnings - Conducting tenant occupancy audits - Network and establish contacts with social workers and welfare agencies, for use by tenants	TBD
7. Maintenance Queries	- Assist tenants with maintenance complaints - Log maintenance calls and or walk in queries Use the property management system to control maintenance management	TBD
8. Office Administration	Basic office administration as required by the manager	TBD

9. Welfare Advice and Support	• Network and establish contacts with social workers and welfare agencies	