



Western Cape  
Government

Department of the Premier

REFERENCE: 3/1/2/1 (HUMAN SETTLEMENTS)  
ENQUIRIES: J Boonzaaier

CORPORATE SERVICES CENTRE  
CHIEF DIRECTORATE ORGANISATION DEVELOPMENT

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Mr M Tshangana  
Head of Department: Human Settlements

**DEPARTMENT OF HUMAN SETTLEMENTS: DIRECTORATE COMMUNICATION AND  
STAKEHOLDER RELATIONS: DIVISION: RENTAL HOUSING TRIBUNAL: STANDARD  
OPERATIONAL PROCEDURE**

The letter via the Office of the Director-General regarding the "Identification of Critical Key Citizen-Centric Business Process for continuous improvement" dated 17 January 2012 refers.

Inputs received from your Department prioritised the Redress Mechanism namely, **Rental Housing Tribunal's Standard Operational Procedure** as one of the deliverables. The aforementioned was developed in collaboration with the Director: Communication and Stakeholder Relations (Mr N. Adrianse), whom is the Process Owner and relevant employees. The Process Owner was consulted on the draft Redress Mechanism; all inputs were consolidated after which the latter has signed-off the deliverable.

It should be noted that the Process Owner, assisted by the relevant Component's employees, are responsible for the implementation, performance monitoring and continuous improvement of the processes, as contained in the attached Standard Operational Procedure.

For assistance to continuously improve the relevant processes, please do not hesitate to contact Mr N de Kock at 021 4669557 or [Neil.deKock@westerncape.gov.za](mailto:Neil.deKock@westerncape.gov.za).

Kind regards

**MS LS ESTERHUYSE**

**CHIEF DIRECTOR: ORGANISATION DEVELOPMENT**

Date: 12/11/12