



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

General Housing

Frequently Asked Questions

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GENERAL HOUSING FAQs

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1. How do I apply for a house?

- Go to your nearest local housing office to obtain a housing application form. Complete it and return it to a City of Cape Town housing office.
- Collect a housing application form at the Public Interface Centre, Civic Centre, Cape Town.
- Download a housing application form from the ['Register on the housing needs register' page](#) at
- Apply online via the [Housing Needs Register Portal](#).

2. How do I know whether I'm on the waiting list?

- Call the Public Interface Centre, Civic Centre, Cape Town on 021 444 0333 to enquire if you are on the Housing Needs Register (formerly the Housing Database).
- Check online on the [Housing Needs Register Portal](#).
- SMS your ID number followed by a space and then your surname to 44108.

3. How long will I have to wait for a house?

- Rental units are being offered to applicants who applied between 1987 and 1991 in registration date sequence.
- Allocation of new housing units are dependent on the number of houses to be built, the location where the houses will be built and areas which the beneficiaries will come from. This will be decided by a steering committee for that particular housing project.

4. How will I be informed when it is my turn for a housing opportunity?

- Rental units: Telephonically. (It is very important to keep your telephone/cellphone details up to date).
- New Projects: Community newspapers, lists placed at community centres and libraries.
- Letters will be posted to the address on the City's Housing Needs Register and SMSes will be sent to the valid cell number on record. (It is very important to keep your residential address up-to-date).

5. What do I do if I change my residential address?

- Call the dedicated call centre line on 021 444 0333 to update your personal information.
- Visit the Public Interface Centre, Civic Centre, Cape Town.
- Visit City of Cape Town [Housing Database Portal](#).

6. To qualify for the project-linked subsidy for New Housing projects, applicants should meet the following criteria:

- Must not earn more than than R3 500 gross per month per household.
- Must be married with spouse or have a partner.
 - if married, the applicant and spouse **must** apply together: or
 - if single, the applicant must have financial dependents who are resident with them.
- Must be a South African citizen or in possession of a permanent residence permit (with a 13-digit SA identity number).
- Must be competent to contract, i.e. older than 18 years old.
- Neither applicant or spouse/partner may have previously benefitted from a government housing subsidy.
- Applicant and spouse/partner must be a first-time property owner.

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7. What do I do if I earn more than R3 500 per month?

- You may still decide to wait for a rental unit if your gross household income does not exceed R10 000 per month.
- If your gross household income is more than R10 000 per month you may participate in a bank-financed (GAP) housing opportunity provided you can raise a mortgage bond at a bank.

8. I have a disabled family member; do I get prioritised?

- No, priority allocations are not done in respect of a rental opportunity.
- You may be considered for a new housing project opportunity if the permanently disabled person qualifies in terms of the national subsidy disability requirements. Bear in mind that applicants within this category are selected in date of application order.

9. Do I stand a better chance if apply more than once?

- No, you may only apply once unless the City of Cape Town requests you to complete another form to update your current housing application.

10. What can I do to improve my chances of being allocated a house sooner?

- Keep all your information (residential address, telephone numbers, income) up to date.

11. Can I apply for a particular area?

- You may indicate your preference area but the City of Cape Town cannot guarantee that you will be assisted there.

12. Where will the next project be that I can apply for?

- You cannot apply for a particular housing project as selection for a particular project depends on a number of factors. You will be informed as soon as it is your turn to be assisted with a housing opportunity.

13. Can I benefit from my parents' application?

- No, transfers are only done from the applicant to the applicant's spouse/partner.

14. I am single with no dependants. Will I be assisted?

- Yes, but you will only be assisted with a rental unit not with a new house as the government only subsidises those who are married or have partners or have dependants. Partners are persons co-habiting with an applicant and who are not the applicants' parents or children.

15. Why have applicants been assisted who applied after me?

- Applicants are selected for new housing projects based on registration date (application date) order and on whether they reside within the source area(s) when the names are first selected for the project.

16. Why are former property owners assisted with a housing opportunity?

- Former property owners can only be assisted with a non-saleable rental opportunity in registration date order.

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17. Why is the income bracket to qualify for low-cost housing still R3 500? Some income exceeds this amount and beneficiaries who have waited a long time find out at the workshops they are earning a little too much.

- The income limit is set by the National Government and not by local government or municipalities.

18. How do others benefit from certain projects? (Does their address make them eligible for selection or if they move to other addresses will they qualify?)

- Names are drawn for a new project on a particular day and applicants cannot change their address to fall within the source area(s) after their names are drawn in order to benefit from that project.

19. Why do elderly people also have to wait so long when they are already aged?

- Each project makes provision for a special needs category which includes the aged.

20. When is the next project in my area?

- It is not possible to answer this question as new projects are dependent on a range of factors such as availability of suitable land, adequate government funding, land acquisition, installation of services and construction of top structures. Planned projects are set out in the City's 5 year [IDP \(Integrated Development Plan\)](#), which is available on the City's website

21. What other alternatives are there besides the waiting list option?

- Non-credit linked individual subsidy (for gross monthly incomes less than R3 500 (Must be on the City's Housing Needs Register at least 10 years and more) Administered by Provincial Government Human Settlements.
- Social Housing - Households with gross household earning between R1 501 – R15 000 per month. Services can be accessed via adverts for applications placed in local newspapers.
- Download the Individual Housing Subsidy Programme Application FLISP Form for combined incomes ranging between R3 500 and R22 000 Administered by the Department of Human Settlements, Western Cape Government. <https://www.nhfc.co.za/images/pdf/FLISP-Application-Form.pdf>

22. What conditions apply if I accept a pensioner's accommodation?

- Pensioners who have benefitted from pensioner accommodation cannot have their relatives sleep over and are required to adhere to the complex rules.

23. Why are housing applications still backlogged to the 1990s?

- These registration dates do not apply for all the options; applicants currently being assisted with family rental accommodation generally have 1990/1991 registration dates.

24. Why is my application marked as 'assisted' or 'cancelled' when I have never benefited from any projects?

- Current or former property owners are flagged as 'cancelled' if applicant or spouse, or cohabiting partner previously/currently own property.
- Applicant may have been flagged as 'assisted' in cases where a spouse or partner has benefitted from either rental or BNG opportunities previously. There have been occasions where an applicant has not been aware that their spouse/partner had previously owned property or received a housing subsidy, possibly in a previous relationship with another ex-spouse/partner.

Note: If your issue is not addressed in these FAQ's then please send your enquiry to : housing.db@capetown.gov.za