

NATIONAL HOME BUILDERS

NHBRCTM

REGISTRATION COUNCIL



home builders
brochure



Preface for Home Builders Brochure

The National Homebuilders Registration Council, (NHBRC), is a statutory body established to regulate the home building industry.

This body was established in terms of the Housing Consumers Protection Measures Act 95 of 1998. All home builders are required to register with the NHBRC in terms of Section 10 of the legislation.

In addition the home builder is required to build in accordance with NHBRC standards and also enrol all new homes so that the new homes are protected by the standard home builder warranty.

The warranty provides a five year warranty on the structural integrity of the new home.

The NHBRC values the home builder as a key customer and strives to improve our service to satisfy the home builder's needs.

This brochure has thus been designed to assist home builders to understand the services of the NHBRC.

The NHBRC trusts that this brochure will be of assistance to you.

Your success is ours.

Phetola Makgathe
Chief Executive Officer

Chris Cudmore
Chairman

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What is the NHBRC?

The National Home Builders Registration Council is a statutory body with the responsibility to provide protection in terms of the Housing Consumers Protection Measures Act, 1998 (Act 95 of 1998). It is mandated to provide protection for all new housing consumers against defined defects and to regulate the home building industry.

Vision

To be a world-class housing consumer protection and warranty scheme which satisfies the needs of all South African housing consumers and home builders.

Mission

- To protect housing consumers by maintaining, implementing, and regulating quality standards in the home building industry.
- To provide assistance through the provincial customer care centres to housing consumers, under circumstances where major structural defects occur, and where home builders fail to meet their obligations.
- To build the capacity of the home builders and housing consumers, with specific emphasis on the historically disadvantaged by implementing a national training programme.
- To provide technical and management support to Provincial Housing Departments and Local Authorities.
- To maintain and grow the warranty fund so as to adequately cover potential risks.

Statement of values

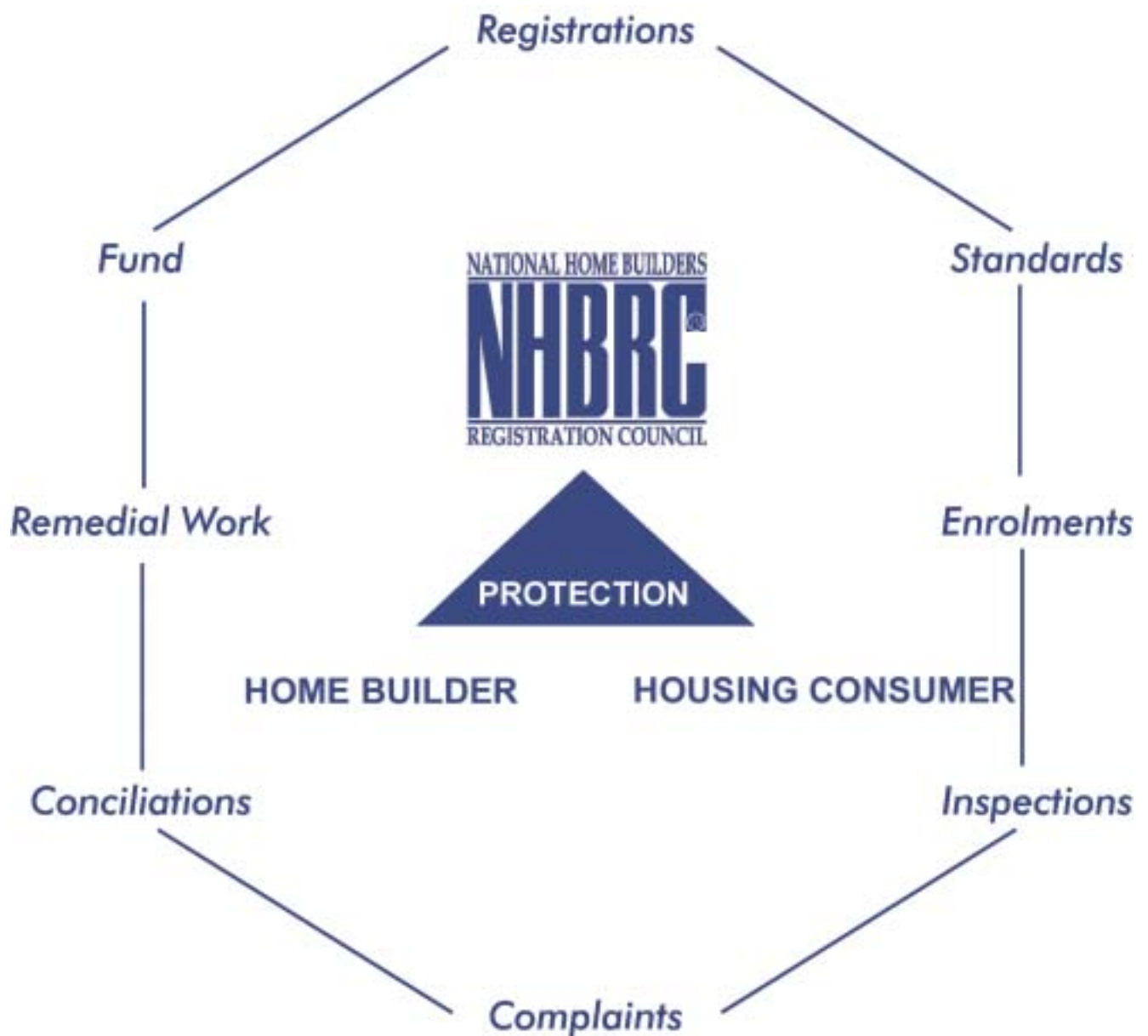
- Customer service excellence
- Accountability and transparency
- Honesty, integrity and objectivity
- Good corporate governance
- Being a learning organisation
- Being a caring organisation
- Mutual respect

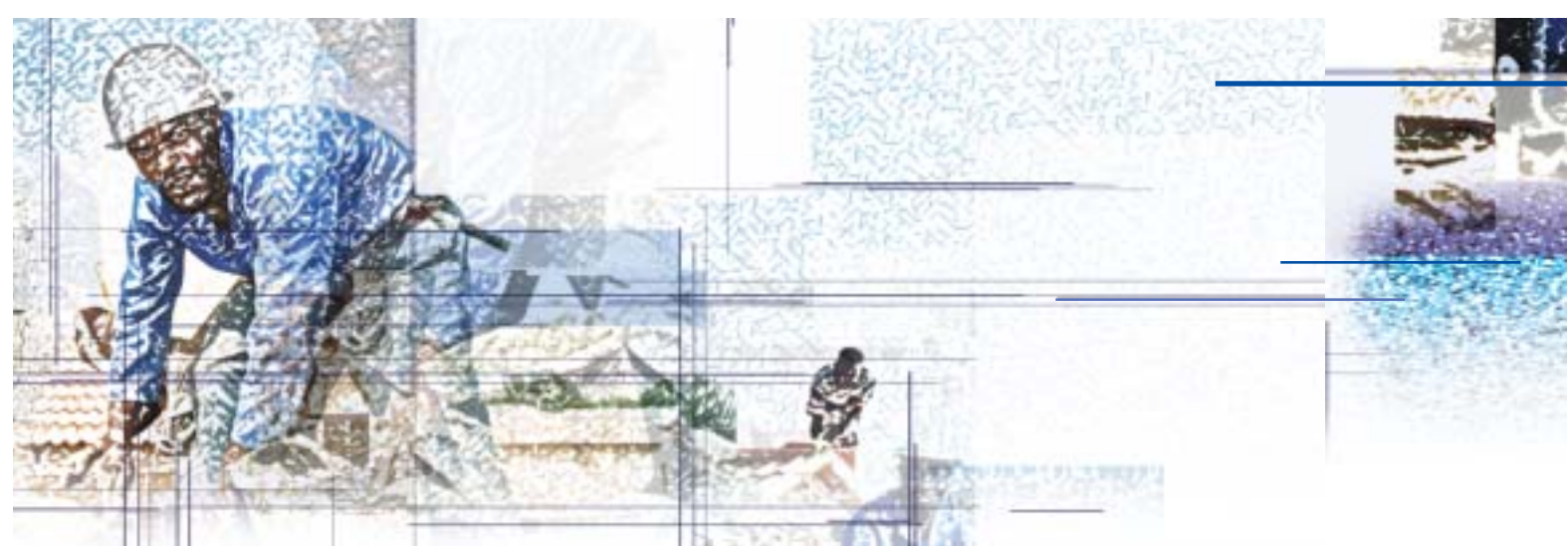
NHBRC valuable final products

A Valuable Final Product (VFP) is defined as a product or service that can be exchanged for the goods or services of the organisation. In the NHBRC's case, the following will be applicable:

- Registration of home builders
- Enrolment of new homes
- De-registration of defaulting home builders
- Inspection of homes
- Handling of housing consumers' complaints
- Conciliation of disputes between housing consumers and home builders
- Undertaking remedial works.

'The NHBRC Protection to the Housing Consumer Lies at the Heart of the Circle'





Registration of home builders

This is a process whereby a home builder is registered and is able to meet the obligations of housing consumers in terms of the NHBRC's requirements.

Enrolment of new homes

This is a process whereby homes are enrolled with the necessary engineering input from competent persons to assist the home builder in taking the necessary precautions in foundation design.

De-registration of defaulting home builders

This process is the removal from the NHBRC register of a home builder who has failed to meet their obligations in terms of the Act.

Inspection of homes

This is a service to the home builder to assist them to build homes with structural integrity, resulting in minimising complaints from housing consumers.

Handling of housing consumers' complaints

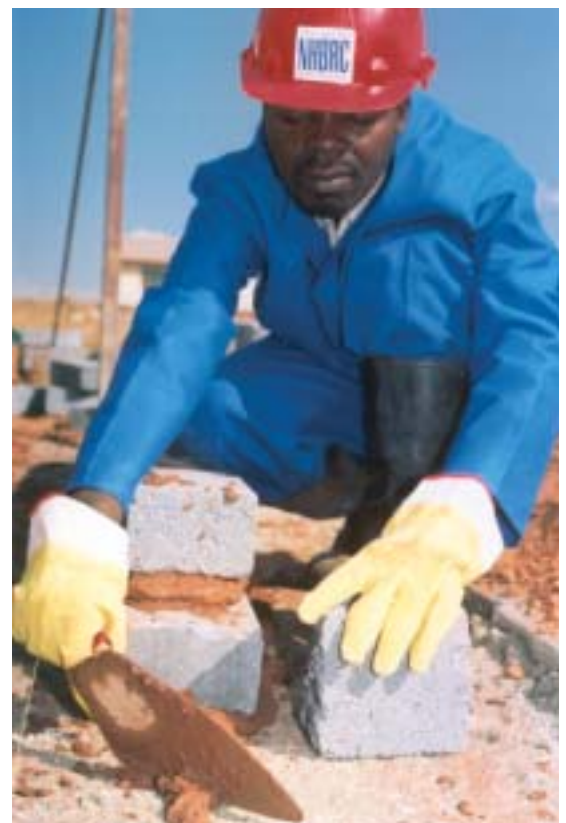
This is a service whereby a complaint is professionally and speedily processed on behalf of the housing consumer, with clarity on the home builder's reasonable legal and ethical obligations in relation to the specific complaints made by the housing consumer.

Conciliation of disputes between housing consumers and home builders

This is a professional service of conciliation, covering all relevant structural concerns of the housing consumer and clarifying the home builder's responsibilities and the housing consumer's obligations.

Undertaking remedial works

This is the repair by the home builder of structural defects found in enrolled homes or repair by the NHBRC in instances where the home builder is unable to meet their obligations.





Why Register with the NHBRC?

Legal implications

In terms of Section 10 of the Housing Consumers Protection Measures Act 1998 (Act 95 of 1998) any person in the business of home building is required by law to register with the NHBRC. If you are in the business of home building and you fail to register, you will be found guilty of an offence in terms of Section 21 of the Act. On conviction, you will be liable for a fine of up to R25 000 or a one-year prison term on each charge.

Benefits of registering

- Recognition by financial institutions as a home builder.
- Recognition as a reputable home builder by housing consumers.
- Intervention by the NHBRC to maintain a healthy relationship between housing consumers and NHBRC home builders.
- Access to NHBRC technical requirements, NHBRC home building manuals and training.
- Access to the NHBRC training programmes.

What are the Obligations of the home builder?

- Register with the NHBRC and renew the registration annually.
- Enter into a written agreement with the housing consumer.
- Ensure that the home is:
 - constructed in a professional way;
 - fit for habitation; and
 - constructed in accordance with the NHBRC's technical requirements and the terms, plans and specifications of the written agreement.
- Enrol the home with the NHBRC fifteen days before construction commences.
- Rectify non-compliance with terms, plans and specifications or any deficiency related to design, workmanship or materials as notified by the housing consumer within a period of three months of the occupation date.
- Repair roof leaks attributable to workmanship, design or material as notified by the housing consumer within a period of twelve months of the occupation date.
- Rectify major structural defects as notified by the housing consumer within a period of five years of the date of occupation and caused by non-compliance with the NHBRC's technical requirements.

How do You Register with the NHBRC?

- Contact the NHBRC to obtain a copy of the registration form.
(Your nearest NHBRC office address and contact number is provided at the back of this booklet.)
- Complete the form as required.
- Return the form, an invoice will be generated and can be used to make payment for the application fee.
- The completed application form is then submitted to your nearest NHBRC provincial office.
- After the application form has been received and reviewed, the NHBRC may require additional information from the home builder and may conduct any investigation that it considers necessary to assess the application.
- A letter of approval is then issued to the home builder, signed by the NHBRC, stating the conditions that the home builder must adhere to and the total amount outstanding, including the registration fee and a fee for the Home Building Manual.

The following fees apply:

• Application fee (non refundable):	R 750,00
• Initial registration fee:	R 600,00
• Home Building Manual:	R 100,00
	<hr/>
Total initial cost:	<u>R 1 450,00</u>

How is your application assessed?

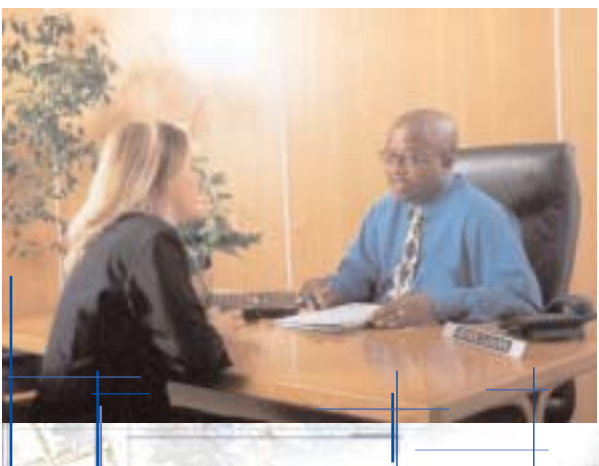
The NHBRC will evaluate your application for registration based on your:

1. Financial capacity

If the NHBRC receives an application from a home builder who, in the opinion of the NHBRC, has limited capital, fixed assets or active trading history or appears not to have the ability to meet their obligations to housing consumers and to the NHBRC, then the NHBRC may require the home builder, and the partners, directors, members, shareholders and trustees of the home builder, to provide personal suretyships, indemnities or guarantees to the NHBRC.

2. Technical capacity

The NHBRC may carry out a technical evaluation of the home builder by means of:



- a technical interview, to determine the ability of the home builder to comply with the guidelines set out in the home building manual; and
- site visits or inspections, to examine homes or other construction works already completed or under construction by the home builder.

3. Managerial Capacity

The management capacity of the home builder in respect of the specific business of home building may also be considered.

What do you check upon registration?

The following information is required in order to ensure successful registration:

- Copies of IDs of managing directors, shareholders, owners or close corporation members.
- Company registration number and copy of registration, if applicable.
- Number of years trading in the home-building industry.
- Experience/qualifications of managing directors and senior managers.
- Number of housing units built in the past three years.
- Three references (names, telephone numbers and addresses) of clients and suppliers.
- Two references (names, telephone numbers and addresses) of professionals who will comment on the home builder's quality of work and reputation and the levels of materials purchased.
- Names and contact details of technical staff on site (e.g. foremen or project managers).
- Names and contact numbers of engineers.
- Financial information - banking details and financial statements stating turnover, profitability and fixed assets.



What are the Conditions for Registration?

Preconditions for registration

Before a home builder is registered, the NHBRC may require, as a precondition for registration, the satisfactory rectification of previous construction-related problems and satisfactory resolution of financially related problems, such as the rescinding of court judgements.

Conditional registration

If a home builder is registered conditionally or provisionally, the NHBRC may limit the number of homes the home builder may enrol. The NHBRC will require the home builder to notify the NHBRC inspectorate of key stages of construction in sufficient time to allow the NHBRC to arrange for inspection. At its discretion, the NHBRC will apply any other reasonable condition that it considers appropriate, until such time as the home builder is able to demonstrate their capacity to meet the obligations of a registered home builder.

Notification of conditional registration

If registration is to be conditional or provisional, the NHBRC shall notify the home builder of its decision. Such registration takes effect on receipt of written acceptance of any conditions by the home builder, or 30 days after it has been notified to the home builder.

Issuing of registration certificate

The NHBRC will issue a registration certificate to a home builder when it has received written acceptance of any requested conditions, suretyships, indemnities or guarantees, duly signed and completed, and payment of the registration fee.

The registration of a home builder is valid for one year. Only the named registered home builder shall use this certificate and registration number. No other company, person or any other entity shall use the registration certificate to enrol houses or for any other purpose. Abuse of a registration certificate is to provide false and misleading information, which is an offence in terms of Section 21 (1) of the Act and is subject to a fine not exceeding R25 000 or to imprisonment for a period not exceeding one year on each charge.

A home builder who has been registered on a provisional basis may apply for review at any time. The NHBRC will treat such an application with urgency and will deliver its decision, where practical, within a period of two weeks. A home builder is requested to provide reasonable assistance to the NHBRC to facilitate any investigation required to bring the home builder to full registration.

The NHBRC may at any time, or at the request of the home builder, review the home builder's registration. During its investigation it may take account of any complaints received from housing consumers, any notices of non-compliance issued to the home builder, the enrolment history of the home builder and any other relevant matters.

If the NHBRC decides to change the registration status of a home builder or attach conditions to their registration, the following will apply:

- The NHBRC will notify the home builder of its reasons for making the change.
- The NHBRC will provide the home builder with an opportunity to respond in writing to the decision. The NHBRC will then consider the home builder's response (if applicable) and only then, if it is still considered necessary, implement the change in registration status.

Renewal of registration

- Every home builder shall apply annually for the renewal of their registration and pay a renewal fee of R600.00, payable one month before current registration expires.
- The NHBRC will notify the home builder in good time of their obligation to renew registration.
- From the expiry date of registration, the NHBRC may suspend enrolments until the home builder has renewed their registration.
- A home builder who has previously been registered with the NHBRC but who has failed to renew their registration annually may re-apply for registration. The NHBRC shall consider the home builder's application for re-registration, having regard to their previous history.

Suspension or withdrawal of registration

- The NHBRC may suspend a home builder's registration and/or the right to enrol homes where it has information that the home builder has failed to comply with Section 11(1) of the Act, and where it considers that immediate intervention is in the best interests of housing consumers.
- Before suspending a home builder's registration and/or the right to enrol homes, the NHBRC must notify the home builder and provide them with an opportunity to make an urgent response (in terms of Section 11(3)(b)).
- The suspension may continue for a period to allow the NHBRC time to investigate the matter, or until the home builder has complied with the terms of the Act.
- The NHBRC may withdraw the registration of a home builder only where the Disciplinary Committee has found the home builder guilty of failing to comply with their obligations in terms of the Act or where a company has been placed under voluntary liquidation.

Cancellation of registration

The NHBRC will cancel the registration of a home builder upon written request from the home builder. If a home builder's registration is withdrawn, cancelled or not renewed, the home builder shall:

- refrain from presenting himself as a registered home builder;
- immediately return to the NHBRC any registration or enrolment certificates or promotional material either referring to the NHBRC or implying a registration status awarded by the NHBRC;
- refrain from providing any enrolment certificate or any other material to a housing consumer, or any other person associated with an enrolled home that has not been occupied prior to the expiration date of the annual registration, without the express written consent of the NHBRC;
- continue to comply with all obligations under the Act and the Regulations in respect of any homes constructed by the home builder;
- discharge any actual or contingent liability that they have incurred towards the housing consumer or the NHBRC;
- pay the NHBRC any amount due to it, whether it fell due before or after the effective date of non-renewal or withdrawal; and
- if they wish to cease conducting the business of a home builder for whatever reason, they may request the NHBRC to assume the home builder's responsibilities in terms of the five-year structural warranty on enrolled homes.

How Do You Notify the NHBRC of Changes?

As a home builder, you shall immediately notify the NHBRC if:

- you change your address, office premises, and telephone or facsimile numbers as registered with the NHBRC;
- you cease trading or resolve to do so;
- you are a sole trader and any person acquires a financial interest in your home-building business;
- you are in partnership and there is a change in the composition of that partnership;
- there is a change in the company's Board of Directors or any person acquires more than ten per cent of the issued shares of your company;
- you are a close corporation and there is a change in the membership of the close corporation or the membership's interest holding;
- a trust is involved and there is any change to the composition of the Board of Trustees or the ultimate beneficiary; or
- you are no longer in a position to meet your obligations under the Act.

Any notification of change must include the full name, identity number and address of any person acquiring any financial interest in the home-building business, as well as any other information that the NHBRC may require.

How Do You Enrol a Home?

The law requires all home builders to enrol every home to be built with the NHBRC. Irrespective of selling price, all new homes must be enrolled fifteen (15) days before construction commences. Guidelines are provided on how to complete the enrolment form and what documents are required to enrol a house.

Houses to be enrolled by the NHBRC

All new residential dwellings built after 1 December 1999, regardless of selling price, should be enrolled. The following dwellings are the types covered by the warranty:

- Houses: non-subsidy/subsidy
- Sectional title units (flats, cluster homes and townhouses)
- Maisonettes.

You will require the following documents when enrolling a home:

Mortgage loan

This category covers homes built on a so-called 'plot and plan' basis. The housing consumer will have been granted a mortgage loan before construction starts. The home builder and the housing consumer will have signed a building contract and the housing consumer will have signed a land-sale agreement, either with the home builder or with a third party.

The following documents are required:

- EF 003 (Enrolment form)
- B3 (Proof of site classification certificate)
- PA 003 (Proof of payment or payment authorisation)
- The home builder's contract and land agreement, or a schedule of pricing extracted from the contract, which accurately reflects the total selling price.





Sectional title homes

Homes are enrolled individually. All homes must be included in a phase of the development that is being constructed at approximately the same time. Homes that are physically attached to one another must be enrolled at the same time.

The following documents are required:

- ST 003 (Sectional title enrolment form)
- B3 (Proof of site classification certificate)
- Proof of payment of the enrolment fee for each home
- Proof of the selling price (i.e. deed of sale, where applicable).

Non-standardised systems or elements

The NHBRC classifies two types of non-standardised homes:

- homes to be built using systems or elements which have valid certificates issued by the Agrément Board of South Africa; and
- homes to be built using systems or elements, which do not have such Agrément certification.

The following documents must be completed:

For Agrément SA certified systems or elements -

- B1 (Appointment of competent person)
- C1 (Accreditation of contractor offering Agrément-certified non-standardised construction)
- B1 (Appointment of competent person)
- D2 (Non-Agrément-certified product)



TABLE 1
Schedule of enrolment fees

<i>Fee scale</i>	<i>Selling price (R)</i>	<i>Applicable enrolment rate</i>	<i>Maximum enrolment fee (R)</i>	<i>Example of calculation</i>
A	0 to 500 000	1,3%	6500	House Value =R200 000 Enrolment fee =1,3% x R200 000 =R2 600 (vat inclusive)
B	500 001 to 1,0 million	A + 1,0% of difference	11 500	House Value =R750 000 Enrolment fee =R6500 + 1% x (R750 000 - R500 000) =R9 000 (vat inclusive)
C	1,0 million+ to 2,0 million	B + 0,75% of difference	19 000	House Value =R1 200 000 Enrolment fee =R11 500 +0.75% x (R1 200 000 - R1 000 000) =R13 000 (vat inclusive)
D	2,0 million+ to 5,0 million	C + 0,5% of difference	34 000	House Value =R3 100 000 Enrolment fee =R19 000 + 0,5% x (R3 100 000 - R2 000 000) =R24 500 (vat inclusive)
E	5,0 million+	Maximum of R34 000	34 000	

Late enrolment

Late enrolment occurs when a registered home builder has not complied with the rules of the NHBRC to enrol the house fifteen days before the start of construction. Late enrolment of a house imposes considerable risk for the NHBRC in that an inspection of such a unit may not identify underlying structural defects.

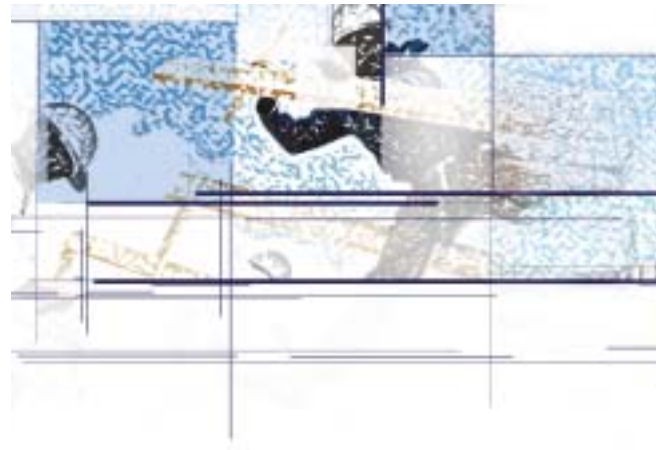
The following documents are required for late enrolment:

- EF 003 (Enrolment form)
- Appendix B1 (Completion certificate)
- Appendix D1 (Completion certificate)
- Payment of enrolment fee (up-front payment)
- Confirmation of selling price (price structure)
- Late enrolment inspection fee
- Street address, area map and contact person on site.

Late enrolment fees, applicable in addition to the enrolment fees as indicated in Table 1, are:

- R150.00 per unit for late enrolment,
- R250.00 per hour inspection fee to assess compliance with NHBRC technical requirements,
- R1.53 per km travelled for travelling costs.

How are Complaints Handled?



NHBRC complaints procedure

The complaints procedure aims to:

- assist the housing consumer by ensuring that home builders meet their obligations under the Act; and
- assess applications made by housing consumers seeking assistance from the NHBRC for the rectification of major structural defects; and
- detect contraventions of the Act requiring disciplinary action or prosecution.

Types of complaint

The NHBRC deals with three types of complaints:

1. Three-month non-compliance period

If a complaint relates to three months non-compliance, and a housing consumer has notified the home builder, the NHBRC will seek to resolve the complaint telephonically and through correspondence with the home builder. The NHBRC will pursue the home builder, so as to ensure that they comply with their obligations to the housing consumer in terms of Section 13(2)(b)(ii) of the Act to rectify minor defects within three months of the date of occupation. Rectification of minor defects will be undertaken by the Home Builder, not the NHBRC.

2. One-year roof leak period

The home builder provides the housing consumer with a one-year warranty against roof leaks upon occupation of the home. If a housing consumer experiences a roof leak in a home within one year from the date of occupation, and the home builder has failed to respond to the complaint, the NHBRC will notify the home builder and seek an immediate response, failing which the NHBRC may issue a request for conciliation (see 'Conciliation' below). It is the obligation of the home builder, in terms of Section 13(2)(b)(iii) of the Act, to rectify such defects notified to him by the housing consumer within one year.

3. Five-year structural defect period

In terms of Section 13(2)(b)(i) of the Act, where a complaint from a housing consumer relates, in the opinion of Council, to a possible major structural defect, the NHBRC may seek the home builder's response, and the NHBRC may immediately issue the housing consumer with a request for conciliation and may request the prescribed refundable conciliation deposit from the consumer. The conciliation deposit will be refunded once the complaint has been dealt with, unless the complaint is found to be frivolous.

Steps to be followed by the housing consumer prior to lodging a complaint

A housing consumer and a home builder must try to resolve their differences in a reasonable manner before referring a complaint to the NHBRC. Before submitting a complaint to the NHBRC, the housing consumer should:

- notify the home builder in writing of all the complaints requiring attention within the applicable time periods set out in Section 13 (2) (b) of the Act;
- keep a copy of the letter of complaint and proof of the date that it was sent to the home builder;
- allow the home builder reasonable access to the property to effect rectification; and
- ensure that all financial obligations to the home builder are met.



How do you refer a complaint to the NHBRC?

A housing consumer may refer a complaint to the NHBRC if any of the following conditions apply:

- The home builder does not respond within the periods specified in Table 2 below.
- The home builder fails to honour their obligations.
- There is an unresolved dispute between the home builder and the housing consumer regarding the extent of the home builder's liability.

How do you lodge a complaint?

- Phone the NHBRC's toll-free number: 0800 200 824.
- Complete the complaint form.

Include:

- Proof of the occupation date of the home, if applicable (e.g. municipalities need the occupation certificate).
- Proof of notification to the home builder within the necessary time periods.
- A complete list of the items of dispute notified to the home builder.

How does the NHBRC deal with a complaint?

The NHBRC may deal with a complaint in one of the following ways:

- Accept the complaint.
- Advise that the complaint falls outside the scope of the Act, and notify the housing consumer of its decision and its reasons.
- Request the parties to resolve the matter through legal proceedings as the matter falls outside of the scope of the Act.



What are the home builder's responsibilities when there is a complaint?

- Confirm whether you deny or accept liability for the complaint.
- Confirm when any rectification work or any other appropriate action will start and end.
- Arrange necessary access to effect rectification.

Periods of response from the home builder

The home builder shall respond within specific periods (Table 2), from the time they receive the complaint.

Table 2: Response period from the home builder

Nature of complaint	Period for response to the NHBC, or action
Three-month non-compliance	21 working days
One-year roof leak	7 working days
Five-year major structural defect period	7 working days
Deposit theft or irregularity	Refer complaint to Commercial Crime Unit
Contractual disputes	Refer to your legal representative/attorney

Should the home builder fail to respond within the specified period, the NHBC will suspend the home builder's registration with immediate effect.

After receiving confirmation of the details of the complaint, the NHBC will offer client conciliation.

How Does the Conciliation Process Work?

Conciliation process and fees

The housing consumer will be offered conciliation after the NHBRC has reviewed the complaint and the necessity and desirability of carrying out on-site conciliation. This is a process whereby an appointment is arranged between the housing consumer, the home builder and the NHBRC's conciliation officer at the housing consumer's home. The NHBRC's conciliation officer will inspect the dwelling and assess the complaint in terms of the Act.

Following the on-site conciliation, the conciliation officer will prepare a report specifying the items that the home builder must rectify to meet their obligations in terms of the Act, and the dates by which rectification work must begin and be completed.

Table 3: Conciliation fees and nature of complaints

<i>Deposit fee</i>	<i>Nature of complaints</i>	<i>Amounts payable</i>	<i>Comment</i>
Conciliation deposit/fee	<ul style="list-style-type: none"> - Three months -defect period - Roof leaks - Major structural defects - Contractual dispute (relating to NHBRC technical requirements). 	<ol style="list-style-type: none"> 1. R100 (in cases of homes with a selling price of up to R100 000). 2. R300 (in cases of homes with a selling price of more than R100 000). 	<ul style="list-style-type: none"> - The amount will be refunded to the housing consumer only after the house has been inspected by NHBRC's provincial office and the conciliation report reveals that the housing consumer's complaints are not frivolous and fall within the warranty cover. - The amount payable in this regard is non-refundable if the complaints were frivolous.

On-site conciliation

After receiving confirmation of the details of the complaint and the conciliation fee or deposit, the NHBRC will review the necessity or desirability of carrying out an on-site conciliation.

Dates for the conciliation

If the NHBRC decides that on-site conciliation is necessary, it will propose three alternative dates and times.

Should none of the dates suit the home builder, the conciliation inspection will proceed on a date convenient to the housing consumer. The NHBRC shall notify both parties as to the date and time.

Should the home builder be unable to attend they shall be notified concerning:

- the date and time of the inspection;
- that he is entitled to have a representative attend the inspection;
- that the NHBRC shall provide them with a report of the inspection.

Investigation

- The NHBRC will inspect the home and assess the complaint in terms of the Act.
- If further investigation is required to complete its report, the NHBRC may request the home builder to do so within a specified period and carry out any investigation that may be necessary.
- Where the NHBRC appoints a competent person registered in terms of the engineering profession of South Africa to carry out further investigations, that competent person must be regarded as having been appointed for the purpose of legal proceedings.

The NHBRC report

Following on-site conciliation and any further investigation undertaken, the NHBRC will prepare a report

- detailing the items that require rectification by the home builder to meet their obligations; and
- specifying the dates by which such work must commence and be completed. The contents of the report will be notified to both the housing consumer and the home builder and, subject to the provision of Section 22 of the Act; the home builder must effect the rectification as specified in the report.





What are Your Rights?

Treated unfairly?

A home builder or a housing consumer has the right to review the NHBRC's decision or action. They will need to follow an internal complaints procedure as set out in Section 22(3) and (4) of the Act.

Complaints procedure

The internal complaints procedure works as follows:

Notification of internal complaint

- Lodge a written complaint with the NHBRC within thirty days of receiving notice of the decision or action you wish to query.
- Set out all relevant details of the disputed action or decision and indicate the basis on which the decision or action is disputed.
- Pay the prescribed internal complaints deposit to the NHBRC.

The home builder or housing consumer may request that the NHBRC's Chief Executive Officer review the decision or action, depending on its nature.

Implications of review by the Chief Executive Officer

- The decision or action must be reviewed within thirty days of receipt of the request.
- The NHBRC's Chief Executive Officer must confirm, vary or reverse the decision or action. If the matter falls within the scope of the activities of the Disciplinary Committee, they must refer the matter to the committee.
- Where the complaint is found to be valid, the internal complaints deposit shall be refunded to either home builder or housing consumer.
- The home builder or the housing consumer must be notified of the Chief Executive Officer's decision.



Arbitration

- The arbitrator may require the housing consumer or home builder to pay a financial security deposit at a level that they consider appropriate and also order payment of the costs of the arbitration as they deem fit.
- Any dispute regarding a discretion exercised by the NHBRC will be determined with reference to the rules of administrative justice.
- The nature of the dispute to be resolved must be specified in an agreement between the home builder, housing consumer and NHBRC. This agreement will constitute a submission to arbitration by a single arbitrator in terms of and subject to the Arbitration Act, 1995 (Act 42 of 1965).
- Should the home builder, housing consumer and NHBRC fail to agree on an arbitrator, the Director-General of the Department of Housing will appoint the arbitrator.
- The arbitration shall be held at the NHBRC's offices or any other place that may be agreed between the parties.

Public Protector

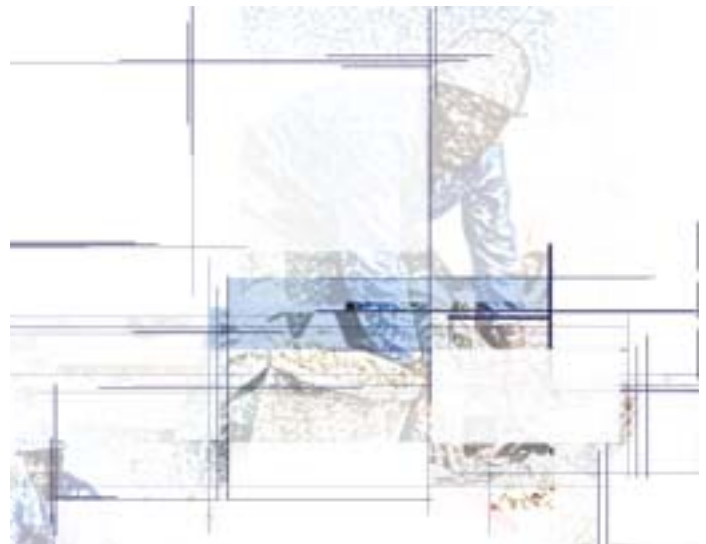
The role of the Public Protector is to investigate allegations of maladministration among public bodies such as the NHBRC. If the parties wish to lodge a further appeal, they may contact the Public Protector at:

Physical address:

9th Floor
228 Sinodale Centre
Visagie Street
Pretoria

Postal address:

Private Bag X677
Pretoria
0001
Tel: (012) 322-2915
Fax: (012) 322-5093



How to Contact the NHBRC?

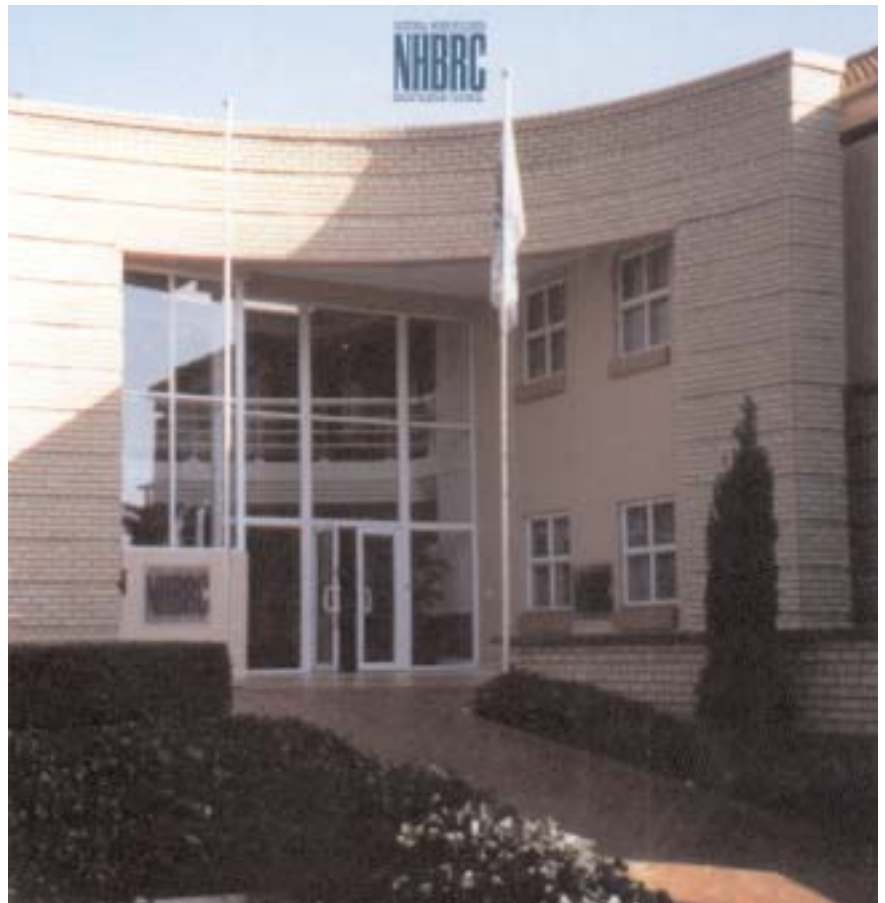
Toll-free telephone no: 0800 200 824
Fraud hotline: 0800 203 698
Website address: www.nhbrc.org

Central office-Gauteng: Telephone and fax numbers

	Telephone	Fax
Main switchboard	(011) 348 5700	-
Technical	(011) 348 5717	(011) 285 4111
Finance	(011) 348 5706	(011) 285 4101
Human Resources	(011) 348 5841	(011) 789 7360
Marketing/Public Relations	(011) 348 5769	(011) 285 4106

Enquiries relating to the following matters must be directed to the nearest provincial offices. (See contact telephone number on page 23)

1. Home Builder Registration
2. Enrolment of Home
3. Complaints
4. Requests for Inspection
5. Request for Conciliation
6. Major Structural Defects.



Provincial Customer Care Centres:



<i>Province</i>	<i>Physical address</i>	<i>Postal address</i>	<i>Telephone</i>	<i>Fax and E-mail</i>
Gauteng	Fernridge Office Park 5 Hunter Street Cnr Hendrik Verwoerd Drive Ferndale, Randburg	P.O. Box 461 Randburg 2125	(011) 348 5700	(011) 781 2146 peterm@nhbrc.org
Limpopo	Suite 102 Gables Building 81 Hans van Rensburg Street Polokwane	P.O. Box 12624 Polokwane 0699	(015) 297 7519	(015) 297 7517 nursec@nhbrc.org
KwaZulu-Natal	98 Davenport Road Glenwood Durban	Postnet Suite No 183 Private Bag X04 Dalbridge 4014	(031) 277 8400	(031) 201 1450 brianr@nhbrc.org
Western Cape	Ground Floor, Bellville Tiger Park 2, Willie van Schoor Drive, Bellville	P.O. Box 4429 Tyger Valley 7536	(021) 914 6570	(021) 914 6580 stefanj@nhbrc.org
Northern Cape	9 Cecil Sussman Road Kimberley	Private Bag X5005 Kimberley 8301	(053) 830 9444	(053) 831 8016 chriss@nhbrc.org
Eastern Cape	40 Pickering Street Newton Park Port Elizabeth	P.O. Box 34600 Newton Park 6055	(041) 365 0301	(041) 365 4101 colinp@nhbrc.org
Free State	Unit 4 Hydro Park 98 Kellner Street Westdene	P.O. Box 12103 Bloemfontein 9324	(051) 448 7955	(051) 448 7960 chriss@nhbrc.org
Mpumalanga	Office No 3, Alroe Park Centre Cnr Andrew & Pienaar Drive Nelspruit	P.O. Box 282 Nelspruit 1200	(013) 755 3319	(013) 755 3013 nursec@nhbrc.org
North West	104 Leyd Street Rustenburg	P.O. Box 1885 Rustenburg 0300	(014) 597 3361	(014) 597 4191 jeremiahb@nhbrc.org



Call Toll free
0800 200 824