



BHC COMPLETES SHHA TURNKEY PROJECTS in North East District

In 2009, the government resolved to establish a Single Housing Authority (SiHA) through a Presidential Cabinet Directive which amongst others approved all the transfer of all housing implementation programmes to BHC as a single housing delivery. This included initiatives such as SHHA which is now coordinated under the auspices of the Corporation.

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BHC MIT LAUNCH

The Botswana Housing Corporation on (March 13th, 2014), hosted a Media Breakfast seminar as well as the launching of a robust campaign project to sell houses to its sitting tenants, at the Blue Tree World of Golf.

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SWITCH FROM RENTAL TO PERMANENT OWNERSHIP

"Homeownership delivers more than occupational benefits and it empowers Batswana to unlock their net worth. Interests are currently favourable with prime rate perched at 9%...."

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SHHA HANDOVER

As part of its mandate to provide accommodation to Batswana, Botswana Housing Corporation (BHC) has successfully completed its SHHA (Self Help Housing Agency) turnkey projects in the North East District.



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Editors Note



Thanks for allowing this copy of Mo Lwapeng to land in your hands. Kindly give it time, peruse through the articles and read about various interesting features of this edition. The Corporation has had opportunity to participate in a number of activities, organized externally and in-house some of which are covered in this edition. We have also featured prominently, a sales campaign (BHC Sitting Tenants Campaign) recently launched to encourage homeownership among Batswana in general.

The campaign offers Batswana an opportunity to switch from renting to

permanent homeownership, with great discounts on offer and lots of fantastic prizes to be won in the course of switching tenancy status. Don't forget to visit the center spread, where there is a beautiful pictorial narration of many of the events that the Corporation took part in.

Enjoy the read.
Be blessed.

Tefo Kebabope
Editor
TKebabope@bhc.bw

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BHC COMPLETES SHHA TURNKEY PROJECTS in North East District



As part of its mandate to provide accommodation to Batswana, Botswana Housing Corporation (BHC) has successfully completed its SHHA (Self Help Housing Agency) turnkey projects in the North East District.

In 2009, the government resolved to establish a Single Housing Authority (SiHA) through a Presidential Cabinet Directive which amongst others approved all the transfer of all housing implementation programmes to BHC as a single housing delivery. This included initiatives such as SHHA which is now coordinated under the auspices of the Corporation.

Giving the overview of the projects during a handing over ceremony in Tati Siding village last week, the Chief Executive Officer of BHC, Reginald Motswaiso said that they were assigned to build 34 SHHA houses in the North East District and they have completed 30 houses whilst the remaining four houses are also progressing and nearing completion.

"Twenty two houses of the complete thirty have already been handed over to the beneficiaries whilst the other eight houses will be handed over in the coming weeks," he said.

Motswaiso praised small contractors in the North East District who were engaged in the projects saying that they played a

significant role towards their success. He said that the contractors showed a high level of commitment towards finishing their projects. "It is only in this district where we have received few disappointments concerning delivery in terms of scope, time and budget. The majority of small contractors we engaged in this district completed their projects and adhered to quality standards. The North East District and its officials were also very supportive throughout the implementation of these projects," he said. Touching on some of the challenges they experienced in delivering these projects, he said that the transfer of SHHA projects from Councils to BHC was itself a hurdle. He said that it resulted in rigorous consultations with stakeholders including District Councils before the project could be started.

"Subsequently we continued to appraise various councils regarding the progress of SHHA turnkey projects in their respective constituencies," said Motswaiso.

On the implementation of the SHHA programme, Motswaiso said that the government initially allocated them a total

SHHA TURNKEY PROJECT



BHC CEO with elders from Tati Siding



Some of the people who turned up for the handover



Media attendants



Ghetto artists in action

of P60 million for the construction and delivery of SHHA turnkey projects in various constituencies around the country. He said that the Corporation's role was to oversee the construction of those houses per the agreed specifications and costs which were capped at P60 000 per house. He said that the first batch, which comprise of 142 houses were constructed in various constituencies around the country including the North East District. He further said that as part of their drive to empower citizen contractors, the Corporation engaged local construction companies under the Public Procurement and Asset Disposal Board(PPADB) categories of O, C and A to construct these houses.

"Tenders for the construction of these houses were advertised in local newspapers for those companies to show interest," he said

For his part the Deputy Permanent Secretary in the Ministry of Lands and Housing, Mr Maotoanong Sebina lauded BHC for its achievement in completing the SHHA turnkey projects in the North East District. He told participants that the Ministry of Lands and Housing has a number of other housing

initiatives, such as the SHHA Loans for home improvement, SHHA turnkey development scheme, integrated poverty alleviation and housing programme, district housing, private leases and pool housing.

"All these schemes and programmes are designed to assist Botswana with the basic necessity of shelter,"

He said that the decision by government to establish a Single Housing Authority(SiHA) through Presidential Cabinet Directive and the transfer of all housing implementation programmes to BHC was prompted by the realization that there were uncoordinated efforts by various stakeholders in the delivery of housing projects. He said that it was realized that the initial housing delivery system was fraught with lack of effective implementation strategies, inadequate monitoring and evaluation of projects and programmes to determine impact. Giving his remarks, the North East District Council (NEDC) Chairman, City Kealotswe commended BHC for its cordial relationship with the NEDC. He however pleaded with the government to fund BHC so that it can be able to service land and expand its projects.

CONTINUE TO PAGE 09

BHC LAND ACQUISITION

“Land is regarded as the primary ingredient to providing housing solutions since all developments take place over some form of land. As a result, acquisition of land is important to the Corporation as it leads directly to development of housing ‘units...”



Figure 1 BHC Land Acquisition Manager, Peter Moalafi and on the right, consultation with Land Authorities takes place before any allocation.



Figure 2 Various Land Boards are approached to acquire land.

In this issue, Mo Lwapeng engages the BHC Land Acquisition Manager to try and find out how land acquisition is handled by his unit, why land is important to acquire, in what territories and what it takes to get good land.

The following is a one on one interview, which took place recently after consultations with land owners at Mmatseta village and another follow up to a possible acquisition in Ramotswa.

1. What determines the sort of land BHC would choose for development?

Central to the choice of land to be developed by the Corporation is identification of strategic settlements within which to acquire land. These are mainly cities, towns and large villages where it is viable to develop housing estates with certainty of takers.



Figure 3 & 4 Senior Estate Officer, Mr Shimane Mongati & colleague Ms Ipeleng Gosenyang consulting with owners of ploughing fields.

In terms of any selected strategic area to acquire land within, the Corporation makes two considerations when requesting for land which dictates where most suitable sites are located. These are; the possibility to have takers for the finished housing units and the cost of development which should be affordable. The price of the finished product is influenced by availability of existing services. In this case, sites located closer to main roads are preferable with priority given for those sites with adjacent services to avoid exorbitant costs of infrastructure servicing which could possibly make the resultant unit more expensive.

2. BHC seems to have changed its plan by pursuing land in rural areas, why this one plan?

The Corporation has not changed its plan, but rather has spread its wings to cover rural areas where demand for housing units appears to exist. Most rural areas are increasingly getting urbanised with establishment of modern facilities and the demand for commensurate housing units, thus creating a market to rent and buy housing units. It is on that notion that the Corporation studies peri-urban and major villages and acquires land within such areas to develop housing units. This in itself has proved to be a catalyst to economic development of villages where the BHC housing estates exist.

The establishment of Botswana Housing Corporation as the Single Housing Authority (SiHA) has also necessitated BHC to develop housing estates in most settlements in Botswana.

3. What sort of challenges do you meet as you go about acquiring land?

- The main challenge in acquiring land remains shortage of land from either the Department of Lands or Land Boards. However, the Corporation is working closely with the Ministry of Lands and Housing to acquire land.
- Land is normally available in areas not considered strategically located. These are areas far from existing developments and infrastructure services. Development of such areas is costly and can result in making the product unaffordable to consumers.
- High compensation costs associated with acquiring land where there are existing properties within sites. Lengthy process of tribal and state land acquisition where it takes too long to negotiate with land holders and acquire a particular piece of land.
- The other challenge experienced is the cost of acquiring private land. Usually this land which is mostly held under freehold tenure, is expensive to acquire as it is acquired at open market rates and is mostly not serviced.

4. What normally stalls the development of any piece of land acquired?

As is the case with all land acquired by the Corporation, readiness of such land for development is ensured by what we call land preparation. In this regard, the Corporation



Figure 3 Land Acquisition involves a lot of consultation with owners

FROM PAGE 5: carries out specific actions which may range from topographical surveys, geotechnical investigations, Environmental Impact Assessment, detailed layout designs, and cadastral surveys. While most parcels of land throughout the country have undergone such processes, the main recurring challenge which stalls development of BHC housing estates remains availability of water and sewerage facilities.

Developments of some parcels of land allocated to the Corporation in settlements like Gaborone (Kgale) Molepolole (Magokotswane), Kanye (Mheelo), Maun (Xabara), Mochudi (Pilane) etc, were challenged with water supply. The challenge is two pronged, where in the first instance the pressures may be too low and secondly where the whole settlement may not have enough water. Associated with this water problem is lack of sufficient capacity for sewage system and in some cases lack of an existing network. In all these cases, of water and sewer huge costs remain a challenge to establishment of residential units.

5. Do you have the support of any other stakeholders and what's their input?

In terms of land acquisition, the Corporation acquires land from both public and private sectors. With regard to the former, the Department of Lands and Land Boards as land authorities in urban centres and rural areas respectively, are increasingly supporting the Corporation and facilitating its attempts to acquire land. This is particularly so as delivery of land and housing is the primary goal for the Ministry of Lands and Housing to fulfil the ideals of the National Vision 2016. Land Boards have in the recent times given BHC priority in hearing its applications for land and in many cases allocated such parcels of land to the Corporation. While enjoying the modest support from the Department of Lands, the Corporation still experiences long delays in acquiring land in urban centres.

In terms of land servicing, the Corporation works hand in hand with service providers mainly, Botswana Power Corporation and Water Utilities Corporation to ensure that their infrastructure is availed for BHC developments by the time the housing development projects are completed. The Corporation purchases

these services at fees suggested by these institutions from time to time.

6. Can individuals sell land to BHC, and what's the procedure?

Indeed, individuals can sell their parcels of land to the Corporation. This will depend on the location and the size of the plot being offered to the Corporation. Usually, written proposals are made to the Corporation revealing the owner(s) of the land, land tenure, location, size and the price on offer to the Corporation. The rule of thumb is that the plot has to be within a strategic location and be adequate enough to accommodate meaningful investment. Availability of existing services to connect to the land in question influences the attractiveness of such piece of land to the Corporation.

Upon receipt of the offer, the Corporation evaluates the land taking into consideration morphology of the land, its proximity to infrastructure services and cost of land servicing, including land preparation and the proposed sale price. The proposed sale price is compared to the Government compensation rates and open market rates. The outcome of the evaluation will then determine whether or not it is viable and cost effective for the Corporation to acquire such a piece of land.

7. Are there instances of BHC partnering with others through the Private Public Partnership arrangement for purposes of land development?

It is part of the BHC strategy to enter into development partnerships with individuals,

private sector, parastatals and other entities for developing housing estates. The shape of the joint development depends on who owns the land, the land use and the ratio of the amount being invested.

Examples of such joint venture developments include the Boiketlo Estate (Phakalane) in partnership with Time Project, the Galo Centre Mall (Francistown) in partnership with Cash Bazaar Holdings, Bank Gaborone Building (Gaborone Main Mall) with Time Project, Gaborone Station Payless Mall in partnership with Cash Bazaar Holdings.

In all cases of joint development, there has to be contractual agreement clearly depicting how the parties are to get their returns on their investment. This will depend on how much each party is bringing into the development.

8. In terms of planning cities and towns, what role would you say BHC has played so far?

The Corporation has been very instrumental in the creation of cities, towns and villages through planning of the locations and implementation of development proposals. The Corporation has in many instances accepted allocation of unplanned/virgin land (Mahalapye, Maun, Palapye, Gaphatshwa, Molepolole, Kanye, etc) from Land Boards and from Department of Lands (Block 7, Gaborone) in large chunks of up to 50 ha where it has engaged its own process of land preparation to plan for developments of such parcels of land.

FROM PAGE 05

"The reason why BHC houses are expensive and unaffordable to Batswana is because the corporation has to bear the burden of servicing land from its own coffers. I plead with the government to assist BHC with funds so that it can be able to deal with the costs of servicing land" he said. Thanking the participants, Tati East Member of Parliament, Samson Guma Moyo also showered accolades on BHC and NEDC for their good working relationship resulting in the success of the projects.

"I can bear testimony that the North East District council is one of the most peaceful councils in Botswana. I also wish to thank the Chief Executive Officer of BHC, Mr Motswaiso for his outstanding management of the Corporation. Under his management, BHC has reached great heights hence the success of these projects. I encourage BHC to continue and fulfill its pledge of providing housing to Batswana," he said.

“SWITCH FROM RENTAL TO PERMANENT OWNERSHIP,” BHC TELLS SITTING TENANTS.



“Homeownership delivers more than occupational benefits and it empowers Botswana to unlock their net worth. Interests are currently favourable with prime rate perched at 9%.....”

As part of its mandate to promote home ownership, to which Botswana Housing Corporation has pledged its resolute dedication to, the Corporation recently embarked on a Sitting Tenants' Campaign under a banner that says, “buy your leased BHC house and Mine Your Gold.”

The campaign, which is intended to run for the whole year is also expected to provide a turnaround strategy that will reposition the BHC brand and ultimately results in better sales and revenue results.

In his presentation at the launch of the campaign recently, the BHC Marketing and Research manager, Mr Mookodi Modimoosi Seisa stated that the year long campaign will empower and encourage sitting tenants to invest in their leased house. “Some tenants have been renting BHC houses for over 10 years adding that tenants with valid leases will

be offered the opportunity to purchase their leased BHC house,” He observed.

Mr Seisa also pointed out that as market leader in property development and management, BHC has been providing accommodation to Botswana for over 40 years, a value that created so much wealth for purchasers of these houses.

He revealed that the primary target market for this campaign are legal citizen sitting tenants that want to buy houses from BHC while their secondary target market include Nuclear family members that can assist legal tenants buy the leased property.

“Banks are partnering with BHC to empower Botswana and help them become homeowners and the terms are flexible, with great discounts offered by BHC for our various house types.”

Sitting Tenants Switch



A BHC employee, helping a group of tenants.



'Never mind the paperwork, the house will surely be yours.'



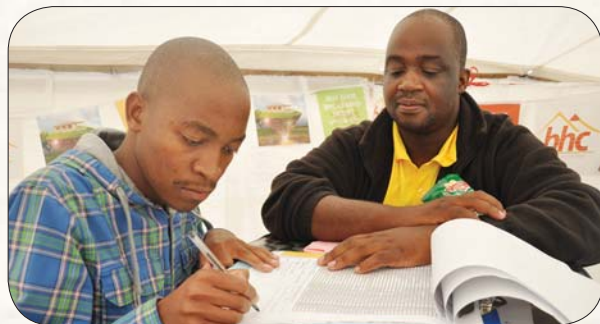
A Bank-ABC employee putting a smile on the face of a customer.



The Stanbic team seen here explaining their offers to potential clients.



The busiest spot.....BHC corner.



A tenant saying 'YES' I understood the terms and I am buying that house.

He noted that BHC is offering 5.5% discount for low cost, 3.5% discount for medium cost, 2% discount for high cost and excluding zero administration fees as incentives for the target market. Over and above these lucrative offers, Mr Seisa added that merchant partners are also pledging to provide building material and other home improvement products.

"for example, there will be renovation vouchers valued at P7 500 per house upon purchase which will be redeemed at Builders World, Borethe, Pabaap, Buy n' Build and Pearl Landscape Design," he said. As part of the campaign, there will be neighbourhood activations, with which BHC wishes to develop sustainable relationships that can yield more referrals and quality leads. Another

aspect is the involvement of the media in the campaign. Commenting on this one aspect, He said, "the corporation will provide a sustainable relationship management infrastructure that ensures consistent engagement with key media to enhance relationships," further revealing that BHC will introduce an avenue that will honour media houses that have published articles leveraging property and homeownership.

He pointed out that the BHC Awards platform will be supported by commercial partners who are in partnership with BHC on the Sitting Tenants Campaign. He also emphasized that BHC recognizes the need to train the media on property reporting before considering the Awards.

STAFF PROFILE: Anastacia Seakgosing



Anastacia Seakgosing is one of the most formidable Administration Officers in BHC, who served for almost 25 years and is still doing her job with utmost diligence and perseverance. Her extrovert personality is her driving force in accomplishing her long term of service in BHC.

She Hails from Tonota village, grew up and went to school in Francistown. She was married, first by the late Mr Modisakgotla Seakgosing. She has four children, two boys and two girls. She was baptized in the Roman Catholic Church and fellowship with Bible life Ministries. At the age of twenty she joined BHC Corporation under the leadership of the then General Manager, the late Mr J.M.O Letsholo.

BHC was still a small entity with just 12 offices countrywide. With just an O, level Certificate and Secretarial Certificate, Mrs. Seakgosing started off as a Depot Clerk /Typist in August 1989. She was later promoted to the position of Assistant Administration Officer in 1991.

Three years later she was promoted to the position of Administration Officer. In 2008 she was redeployed to the post of Administration Officer the position she still holding currently. Over the past 25 years that Anastacia has been with the Corporation, she managed to advance her studies.

She pursued Certificate in Records Management, a Certificate in Human Resource Management and Diploma in Human Resource Management. Today she is armed with a Degree in Human Resource Management and Industrial relations.

Her stay in BHC was not a smooth sail because she experienced some challenges, including numerous transfers and having to take care of her family. Despite all the challenges she endured she managed to thrive because of her strong life principles. She believes that each and every individual should live by choice not by chance and be motivated not manipulated so that they can excel at

Anastacia's Profile

what they do. Even though she started her career at a low level she never worried about retrenchment because she believes God made her to stay in BHC for a purpose.

On advising young people who joined the Corporation in the recent years, Mrs Seakgosing says they should be positive in their thinking and shouldn't worry about the things they cannot change and let life happen the way it is meant to.



Back in the days
Anastacia Seakgosing

ENJOY THE PIC MOMENTS



LAND ACQUISITION



MEDIA LAUNCH



MIT LAUNCH



PROPERTY DEVELOPMENT



SHHA HANDOVER



WELLNESS



XMAS PARTY

BHC 2014 WELLNESS

Expo Equips Employees with useful health knowledge



The Deputy Chief Executive Officer-Support Services, Serty Leburu officiating at Wellness Expo.



BHC employees exercising during wellness day

BHC employees at the annual Employee Wellness Exposition held at Property Sales Department on 28th March 2014. Participants danced, worked out, got screenings and interacted with a few wellness experts from financial wellness, blood transfusion, work life balance, spiritual counselling, oral health and sexual health education who were invited to the occasion.

The corporation hosted another wellness exposition in Francistown on 7th March 2014 for the employees in the northern region. The aim was to ensure that all employees benefit from these expos. All the expos ran under the same theme which was: MY HEALTH MY WEALTH. The theme simply means that being free from illness and pain has a richness of its own. In this sense, being sound in body is worth at least as much or even more than any material possessions someone can have.

On this particular day, the Deputy CEO (support services) Mrs Serty Leburu said it is within the corporation's mandate to take care of all the aspects of wellness in order to attain a high level of wellness which will also translate into a high level of productivity. Mrs. Leburu, further elaborated that early detection of any wellness issues makes management of such issues more effective. She advised employees that the exercise is purely voluntary whose aim is to assist employees appreciate wellness issues that could affect them in their lives.

"Organisations continue to lose employees due to ignorance of their medical conditions, we must appreciate that a lot of conditions only become known when there is nothing or very little that could be done to assist the victim," she said.

She emphasized that the exercise should instill a sense of responsibility to one's health. In appreciating the event Dr. Mdluli (Oral health) said their goal is to help build a culture in which health becomes an around the clock mindset among the employees. She outlined a few oral care musts for a healthy mouth as people do not take oral health more seriously as compared to other health issues.

She pointed out that brushing, flossing, and rinsing are the ABCs of oral health and only the beginning. She said a marvelous mouth takes more than squeezing paste out of a tube and that people should think on improving their tooth brushing technique, ditching the daily soda habit, and saying good-bye to alcohol and cigarettes. Dr. Mdluli concluded that sugar is a



BHC employees marching during wellness day



An Oral Health specialist giving attendees oral health tips

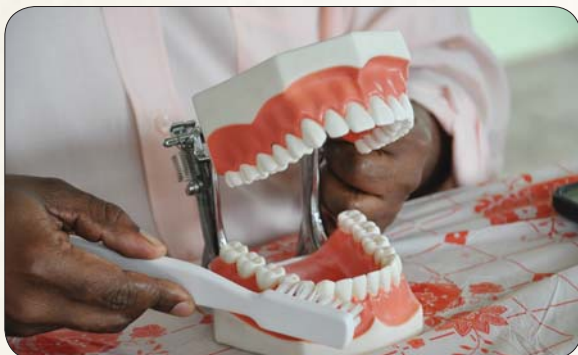
major culprit in tooth decay therefore people should try to cut down on sugary treats, and aim to brushing and flossing after every meal or snack to attain fresh smell and white sparkling teeth that gives one a perfect smile.

As financial wellness is important for anyone to reach their goals, for his part Financial Wellness specialist, Mr. Calvin Phokontsi started by saying, "when your finances are in check, the rest of your life can seem manageable." He revealed that life can be overwhelming when ones finances seem to be in short supply.

Mr. Phokontsi goes on to say that the price of money goes beyond the stress itself

as financial concerns are a distraction during work hours and can contribute to increased employee absences, health problems and higher company health care costs.

He lamented to the participants that money is only meant to be a magnifier and shouldn't change a person's attitudes as they forgot to save for future use or difficult time well in time. He said as life takes three stages in finance perspective, a person should during their middle age thus ages between 21 to 55, concentrate in building their wealth not like what they usually do by try to build a wealth mostly after retirements. He said after retirements people should enjoy all that they have worked for.



CONTINUE TO PAGE 19

BHC HOSTS MEDIA BREAKFAST SEMINAR AND SALES CAMPAIGN TO SITTING TENANTS

The Botswana Housing Corporation today (March 13th, 2014), hosted a Media Breakfast seminar as well as the launching of a robust campaign project to sell its houses to its sitting tenants, at the Blue Tree World of Golf.....read more.



According to information released by the Marketing and Research Department, the purpose of the Media interaction is to build a sustainable relationship with Media and other business partners; to educate the Media on the importance of homeownership versus perpetual rental. The statement further says, through this breakfast seminar, the intent is to get the Media to gain understanding of our business, particularly the sale to sitting tenants' project, and to drive communication element of the sale to sitting tenants' campaign through media partnership.

THE TWO-FOLD EVENT ALSO SAW BHC LAUNCH AN ENTHUSIASTIC CAMPAIGN PLAN TO SELL ITS HOUSES TO SITTING TENANTS.

"The project aims to empower citizens who have been renting the houses over some time to purchase them and to create wealth for themselves and their future generations

through homeownership; to convert the rental inventory/stock into revenue; and to drive the BHC mandate of providing housing for Batswana," say the release signed by the Marketing and Research Manager, Mookodi Seisa.

The occasion was graced by a cross-spectrum list of media houses (from print to broadcast), financial institutions and other merchant partners who are involved in the property industry who have pledged to provide building materials and other products for the renovation of the houses after purchase.

The Media, who are key players in this initiative, were invited to this occasion to gain a better understanding of the BHC operations and to be able to forge a sustainable relationship that will help the nation realize the need to invest in property.



FROM PAGE 17

He also said becoming a successful investor involves being disciplined, committed and patience. Sexually Health specialist Mrs. Martha Mbayi brought yet another worrisome issue of sexual dysfunctions which most people are embarrassed to talk freely about, or seek help on it. She said that sex makes people happy and getting it on with your partner helps you get ahead on your career and leads to higher productivity.

“Sexual dysfunctions lead to severe stress which ultimately results to family break ups and lower productivity at work, people should not hesitate to seek help from professionals to help curb stress.”

She said people should know that when one’s sex life is good their career will be. She cautioned that people should avoid using intoxicants such as alcohol and cigarettes as they hamper their sexual performance. She emphasized that eating right is the only remedy.

The Chairperson of Wellness Champions, Mr. Alfred Motsewabathata encouraged BHC employees to apply what they have learnt from the occasion so as to improve the productivity of the company. He highlighted that employees are assets and driving force of the corporation that is why it prioritizes in the health of its employees.

PROPERTY DEVELOPMENT INDABA WORKSHOP ADDRESS PERFORMANCE ISSUES

The Botswana Housing Corporation recently hosted the Property Development Indaba to discuss issues and address challenges around delivery at Property Development. The workshop offered a platform for all sections to share experiences about their work, challenges and what could be done to bring some improvements to their daily work. The workshop attracted mainly employees from the Property Development Department as well as Heads of Department from various departments within the Corporation.



The BHC- CEO R. Motswaiso

When officially opening the workshop, the Chief Executive Officer of BHC, Mr. Reginald Motswaiso emphasized that the Corporation has been tasked with the responsibility of providing housing to the nation and that there is an expectation from Batswana that they will be provided with such.

He mentioned that the Corporation has a system of measuring and reflecting on its performance on a continuous basis. ***“Statistics showing performance may be positive or negative from the Corporation’s perspective, but to the person who has not yet received a house from the Corporation, they will never consider such records of performance,”*** he said adding that this could be a source of frustration which employees should always be awake to. Turning to performance, the CEO pointed out that the Corporation’s performance during the 2013/14 financial year has made it apparent that there is a need to reflect on the performance



The BHC-DCE O/OP N. Matenge

against the strategy hence the workshop. He called on all to embrace the results as they were so that everyone could think of how the situation can be turned around. He further urged everyone to contribute to the discussions and assist in coming up with solutions to address some of the performance challenges in the business. The Deputy CEO- Operations, Mr. Nkhaelang Matenge also had an opportunity to share the Property Development Performance over the last five years highlighting some of the challenges which contributed to the decline in performance.

He shared that the performance of the Corporation has continuously been declining over the last five years adding that this was indicative of the fact that the Corporation was becoming irrelevant as it was not delivering on its mandate. He highlighted several issues attributed to project delays and impacted negatively on project delivery which he said



were consistent throughout the period. These he said included issues relating to power and water connection as well as poor project management by contractors and approving local authorities. Mr. Matenge said there were currently no initiatives put in place to address those.

On the financial front, the Deputy CEO- Support Services Ms. Serty Leburu observed that for the Corporation to be considered profitable, it would require good structures that would facilitate good governance especially in areas of project management and information reporting. She shared that employee cost was high while contribution by employees was low and continuing to decline over the period. She said there is need to increase productivity at the workplace and that employees should ensure that their individual performance was aligned to that of the Corporation.

Other issues which were discussed at the workshop covered mainly those relating to the Corporation's mandate which has been expanded to include the Self Help Housing Agency projects. It was acknowledged that this initiative has increased the workload and cost on the

Corporation as resources were being deployed to undertake such projects in various areas across the country. Another concern still pertaining to SHHA centered around delivery of such projects which was said to be source of concern.

The workshop resolved to look at issues as a whole and propose solutions which could assist in addressing some of the challenges discussed. Employees were divided in to groups to look at a number of issues, their root causes and propose solutions which could be adopted to address some of the challenges currently experienced. The groups were then required to present their proposals while their colleagues critiqued the.

In conclusion the presentations were all consolidated and a report on the deliberations was to be produced and shared with management. It is management's believe that interactions of this nature should be encouraged as a way to collectively engage one another on issues pertaining to performance to try and close identified gaps and move the Corporation in the direction that will see it delivering its mandate fully.

@ YOUR SERVICE



WHAT DO CUSTOMERS REALLY EXPECT FROM US?

I suppose this is a fundamental statement which employees often ask time and again with regard to customer service. Being customer oriented means so many things to every single customer you serve on a daily basis. In short you cannot serve customers in the same manner but, you should rather pay attention and zoom in to their unique character or personality. Customer personalities vary and need unique service all the time.

Your business will one way or the other make contact with many different types of customers. The big question is, can the organization's representatives identify the common types of customers and service them accordingly? There are four types of customers you should be aware of in the business environment. They are: (a) Drivers (b) Amiables (c) Expressive (d) Analyticals

THE DRIVER: The "driver" customer is all about getting results in a quick and efficient manner always when making contact. They will move swiftly to get questions answered. The conversation will be short but as a representative you have an opportunity to make a great impact. Getting things done on the first interaction is very important to them and will ensure trust is gained when a relationship is built. First contact resolution is important for "drivers" and you as an employee as you are improving quality, reducing referrals and improving overall customer satisfaction.

THE AMIABLE: The "amiable" customer focuses on others. It is easier to provide them with service because they want to work with you. They are sociable and are looking forward to a similar friendly response from you as a service provider. Your kindness is crucial to them. Positive feedback and loyalty can be anticipated if relationships are established with an amiable customer.

@ YOUR SERVICE

THE EXPRESSIVE: The “expressive” customer is easy to talk to and is outgoing. Their interests are not based on themselves rather for others. They are very decisive and are very conversational and easily go off topic and invite unnecessary conversation. Building a relationship with the customer requires social skills and it is important to steer back the customer to business.

THE ANALYTICAL: The “analytical” customer is concerned about facts and figures. The customer will require more information before making a decision. The customer requires solid evidence when resolving a problem. Their pace is crucial and it is wise to move at their pace to avoid disrupting the interaction which will result in an unhappy customer. Always give accurate and reliable information at a suitable pace to the customer. Detailed explanations will comfort the customer as well.

As a service provider it is important to keep in mind these four customer styles in order to identify their needs and to fulfill them in an efficient manner.



Remember good customer care means different things to different people. One customer may require a quick professional and efficient and approach, whilst to another quality customer service is a sympathetic, friendly, and relaxed approach. The important thing to remember is that customers have many different expectations. Your approach needs to be adaptable to meet the individual needs of the customer.

- S**erve: Meet the customer’s wants’ and needs.
- E**xcel: Give the customer exceptional value.
- R**eliable: Provide consistent and trustworthy service.
- V**ersatile: Stay open to the customer’s needs.
- I**nviting: Ensure the customer feels welcome.
- C**ourteous: Show respect by being considerate and thoughtful.
- E**mpathy: Value the customer view point.

MEET ME SOUTH

New Talent



Ms. Barbara Badimela Tim comes from Mochudi. She joins BHC as an Estate Officer in Property Management Department. She previously worked as a Principal Estate Officer at the Kweneng District Council. She has two children and enjoys writing and watching TV. She joined BHC because she wants to up the Property maintenance.



Ms. Moseja Dithuto Lesetedi comes from Makuta village. She joins BHC as an Estate Officer in the Department of Property Sales. She previously worked at Willy Kathurima Associates as a Property Officer. She enjoys gym, hiking and running. She joined BHC to gain more experience and to understand more on property market.



Mr. Kamogelo Lebekwe comes from Mochudi. He joins BHC as a Building Inspector in the Department of Property Development. He was previously working as a Principal Technical Officer at the Tonota Sub District Council. He is blessed with one child. He shares that he joined BHC for new challenges. He likes playing soccer and touring.



Mr. Selelo David Limbo hails from Kasane. He joins BHC as an Estate Officer in the of Property Sales Department. Before, he worked as a Lands officer at the Departments of Lands and Housing. He is married to Pamela S. Limbo and they have been blessed with two children. He enjoys swimming, soccer and playing Gospel music. He joins BHC because he wanted to advance his career in Property Valuation and Estate Management.



Ms. Betsi Thamane joins BHC as an Estate Officer in the Property Sales Department. She was previously employed at the Department of Lands and Housing as an Assistant Land Officer. Betsi comes from Kanye and enjoys reading. The ultimate reason in her joining BHC was to find new opportunities and to broaden her skills base.



Mr. Teko Mpywe joins BHC as a Building Inspector in the Property Development Department. He was previously employed as a Skills Trainer at Stifanutti Stocks. He hails from Molepolole and enjoys choral music, football and softball. He shares that he joined BHC because of its proven point of success and reputability.



Ms. Boipelole Malebogo Thebe joins BHC as a Quantity Surveyor in the Property Development Department. She was previously employed at The Fitzwilliam Partnership Botswana as a Quantity Surveyor. She comes from Ramotswa village. She likes travelling, dancing, jogging and horse riding. She shares that she joined BHC for diversity and for career development.

MEET ME NORTH

New Talent

Not on
Picture

Tumo Kaone Oleteng is a University of Botswana Graduate, she completed a Bachelor of Arts in Public Administration. She hails from Serowe and recently joined the BHC family through the National Internship Programme since 9 December 2013 and will be with Corporation for 2years. She is undergoing her internship with the Human Resources department. She was attracted to BHC as she had confidence that the Corporation will give her vast experience in Human Resource and Administration related matters. She aspires to building a career with her profession being HR. She enjoys swimming, playing tennis, reading magazines, meeting new people and watching reality TV shows.

Not on
Picture

Monametsi Mbulayi a passionate and enthusiastic Property Sales intern currently pursuing a Diploma in Real Estate at Ba Isago University College (Francistown). He strives to learn more on Real Estate and Property Management. He believes BHC will expose him to the property industry and ensure he is equipped with the necessary experience and life skills. He aspires to be a Property Valuer and own a Real Estate Company. His hobbies are listening to music, reading books and watching movies.



Sethunya Rantsudu is a Human Resource & Registry intern currently pursuing a Diploma in Business Management at Botswana College of Distance and Open Learning. She has also completed a Certificate in Records Management at the Business and Technical College. She joined BHC because she wanted to have exposure to the Human Resources and Records Management profession and learn more about the competencies and skills required by the profession. Her hobbies include watching reality TV shows, swimming, travelling, reading magazines and meeting new people.



Phenyo Gabasiane is a gentleman who hails from Selibe Phikwe and is currently pursuing his internship under the Property Sales & Property Management Departments. His motive is to enhance and nurture his knowledge about property development and Estate management and know more about the sales process and valuation of property. He believes a reputable organization like BHC would give him exposure to the Property industry. Currently he is a scholar at Ba Isago University College (Gaborone) pursuing a Bachelor of Commerce in Real Estate. He aspires to own a Real Estate firm/ company and be a positive industry player who excels in the Real Estate profession, assisting to accommodate the nation. His hobbies include playing rugby, football, lawn tennis and playing video games. He is also fascinated by bungee jumping.



Gosego Chawapiwa Piet is a Property Sales & Property Management intern currently pursuing a Diploma in Real Estate at Ba Isago University College (Francistown). She hails from Francistown and chose BHC as she perceives it as the best organization that could assist her gain necessary skills in the field of Estate Management & Property Development. She also wants to learn more about the Corporation since she wishes to work for the Corporation one day. Her hobbies include watching movies, playing soccer, listening to music and playing video games.



Queen Bathamile hails from Francistown and is currently working as an intern Finance Department-Credit Control. She joined BHC to understand the intricacies of the accounting profession. She believes that the Corporation will enhance her accounting skills and knowledge and nurture her to be a professional accountant. Currently she is pursuing a Diploma in Accounting at Ba Isago University College (Francistown). She aspires to be an entrepreneur and run and manage an accounting firm. Her hobbies include listening to music, travelling and socializing with her peers.



Oteng Woki hails from Francistown and is currently working as an intern Finance Department-Credit Control. He is currently pursuing a Diploma in Accounting at Ba Isago University College (Francistown). He joined BHC because he wants to acquire skills and knowledge in the accounting profession. He also wants to learn more on BHC business operations and its mandate. He is an aspiring entrepreneur and dreams of owning a his own Accounting firm. His hobbies include playing soccer and athletics.

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GABORONE

Tel: (+267) 395 2801
Fax: (+267) 397 4446

FRANCISTOWN

Tel: (+267) 241 6044
Fax: (+267) 241 6065

MAUN

Tel: (+267) 686 0316
Fax: (+267) 686 0645

PALAPYE

Tel: (+267) 492 0551
Fax: (+267) 492 0552

**WHERE
YOU CAN
REACH US**



BHC Offices Contacts

Head Office

Corner Mmaraka &
Station Roads, Plot 4773
P. O. Box 412
Gaborone
Tel: (+267) 3605100
Fax: (+267) 3952070

Property Sales Office

P. O. Box 1197
Gaborone
Tel: (+267) 3646800
Fax: (+267) 3956649

Property Management & Maintenance Office

P. O. Box 168 Gaborone
Tel: (+267) 3912330/
3646900
Fax: (+267) 3975931

BHC Call Centre

Tel: 1167 (From the
BTC Landline only)
Tel: (+267) 3159902

Lobatse Office

P. O. Box 284
Lobatse
Tel: (+267) 5330460
Fax: (+267) 5333652

Jwaneng Office

P. O. Box 25
Jwaneng
Tel: (+267) 5880214
Fax: (+267) 5881755

Mahalapye Office

P. O. Box 1231
Mahalapye
Tel: (+267) 4711747
Fax: (+267) 4713925

Palapye Office

P. O. Box 894
Palapye
Tel: (+267) 4921075
Fax: (+267) 4921076

Selebi Phikwe Office

P. O. Box 133
Selibe Phikwe
Tel: (+267) 2610569
Fax: (+267) 2610814

Francistown Office

P. O. Box 603
P/Bag F120
Francistown
Tel: (+267) 2415080
Fax: (+267) 2415070

Sowa Office

P/ Bag SW8
Sua Town
Tel: (+267) 6213533
Fax: (+267) 6213293

Kasane Office

P. O. Box 337
Kasane
Tel: (+267) 6250146
Fax: (+267) 6250457

Maun Office

P/ Bag 00124
Maun
Tel: (+267) 6860637
Fax: (+267) 6862251



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BOTSWANA HOUSING CORPORATION
HEAD OFFICE
Corner Mmaraka & Station Roads
PLOT 4773
P. O. BOX **412**, GABORONE
TEL: +267 360 5100 **FAX:** +267 395 2070
WEBSITE: www.bhc.bw