

STRATEGIC CORPORATE PLAN

2025–2030

STRATEGY SUMMARY ON ONE PAGE

OUR VISION

To be the champion of the housing consumer.

OUR MISSION

To protect the housing consumer and regulate the home-building industry.

NATIONAL ALIGNMENT NDP 2030 and the MTDP: reduce poverty, tackle the high cost of living and improve livelihoods through quality housing.

OUR PROGRAMMES AND STRATEGIC OUTCOMES

01 ADMINISTRATION Functional, efficient and integrated governance. Financially sustainable organisation that promotes economic inclusion.	02 REGULATION Improved regulatory compliance. Competent homebuilders and technical professionals.	03 CONSUMER PROTECTION Adequate Housing and Improved Living Environment.
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OUR STRATEGIES

Consumer rights and remedies	Build awareness of rights and responsibilities, encourage pre-construction enrolment, and resolve complaints efficiently and timeously.
Registration, inspection and enforcement	Register and renew homebuilders, enrol homes, inspect at critical construction stages, and enforce compliance with building standards.
People and technical capability	Train and assess homebuilders and technical professionals, upskill inspectors, and support the participation of designated groups.
Research, materials testing and IBT	Test building products and methods, develop the Innovative Building Technology (IBT) framework, and support climate-resilient construction.
ICT and integrated services	Implement the ICT strategy, integrate business systems, strengthen security and continuity, and build internal ICT capacity.
Governance, risk and assurance	Implement Internal Audit, risk-management and fraud-prevention plans; monitor audit findings and strengthen accountability.
Warranty Fund and sustainability	Maintain a sustainable Warranty Fund, strengthen financial management and manage emerging risks to consumer protection.
Partnerships and economic inclusion	Work with provinces, municipalities, traditional leaders and housing entities; extend rural access and support inclusion through procurement.

PERFORMANCE MEASURES | SELECTED SCP TARGETS FOR 2025–2030

ADMINISTRATION

100% implementation of the ICT strategy.

Audit target: unqualified opinion with no material findings.

REGULATION

90,000 compliant homebuilders registered.

237,000 homes inspected.

35,000 homebuilders and technical professionals trained.

CONSUMER PROTECTION

100% enrolment applications approved.

IBT framework: develop and implement guidelines supporting climate-resilient construction.

OUR RISKS

Technical delivery. Weak engineering processes and skills gaps threaten inspections and mandate delivery.

Information and cyber integrity. Fragmented systems, cyber risks and data loss disrupt services.

Governance and trust. Fraud, corruption and negative perceptions undermine confidence.

Financial sustainability. Lower enrolment and investment income, and rising expenditure, expose the institution and Warranty Fund.

Climate and coordination. Flooding and differing government priorities threaten housing quality and delivery.

OUR OPPORTUNITIES

Wider protection. Legislative reform and service extension offer opportunities to reach rural and underserved consumers.

Strategic partnerships. Collaboration with traditional leaders, municipalities and housing institutions can improve access and delivery.

Skills pathways. Training, assessment and potential artisan accreditation can strengthen industry capability and participation.

Innovation and learning. Research, testing, claims and inspection trends, and new building methods can support quality and climate resilience.

OUR VALUES

EXCELLENCE AND INTEGRITY

To be the best and deliver the best honestly.

COMMITMENT AND ACCESSIBILITY

To do work diligently and reach out to our stakeholders.

TRANSPARENCY AND ACCOUNTABILITY

To be fair and open in delivering our functions responsibly.