

**MINISTER**

**HUMAN SETTLEMENTS, WATER AND SANITATION**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.: 1154**

**DATE OF PUBLICATION: 7 MAY 2021**

**Ms E L Powell (DA) to ask the Minister of Human Settlements, Water and Sanitation:**

(1) What total number of fidelity fund certificates were issued by the Estate Agency Affairs Board in each month in the period 1 January 2020 and 31 December 2020;

(2) what total number of incoming calls were (a) picked up by the automated welcome voice message, (b) answered by staff members and (c) disconnected without being answered at each specified office of the Estate Agency Affairs Board nationwide in each month in the period 01 January 2020 to 31 December 2020? NW1343E

**REPLY:**

(1) The total number of fidelity fund certificates issued by the Estate Agency Affairs Board (EAAB) in each month in the period 01 January 2020 to 31 December 2020 is as follows:

| **Month** | **Number** |
| --- | --- |
| January | 4 431 |
| February | 2 298 |
| March | 1 234 |
| April | 2 027 |
| May | 1 613 |
| June | 1 259 |
| July | 1 048 |
| August | 1 352 |
| September | 1 942 |
| October | 9 573 |
| November | 15 429 |
| December | 6 819 |
| **Grand Total** | **49 025** |

(2)(a)&(b) The total number of incoming calls picked up by the automated welcome voice message and those answered by staff members are as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **2(a) Number of calls picked up by the automated welcome voice message** | **2(b) Number of calls answered by staff members** |
| January 2020 | 19 984 | 11 684 |
| February 2020 | 19 306 | 10 922 |
| March 2020 | 0 | 0 |
| April 2020 | 0 | 0 |
| May 2020 | 3 806 | 3 526 |
| June 2020 | 13 759 | 12 643 |
| July 2020 | 17 425 | 15 592 |
| August 2020 | 15 859 | 14 218 |
| September 2020 | 19 681 | 16 319 |
| October 2020 | 23 393 | 18 412 |
| November 2020 | 19 750 | 14 706 |
| December 2020 | 13 097 | 9 780 |
| **Total** | **166 060** | **127 802** |

(c) It should be noted that on 13 March 2020, the staff of the EAAB and officials from the call centre had to evacuate their respective buildings after personnel members had contracted the COVID-19, which resulted in the suspension of services. The call centre was supposed resume its operations in May 2020, however this coincided with arrangements made to relocate offices from Sandton to Randburg. This explains the zeros for March and April 2020.

 The EAAB also makes use of a general email address, namely eab@eaab.org.za and its online query management system for stakeholders to send their complaints and enquiries.