

**MINISTRY**

**HUMAN SETTLEMENTS**

**REPUBLIC OF SOUTH AFRICA**

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**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: PQ 1832**

# DATE OF PUBLICATION: 27 August 2021

**DATE OF REPLY: 03 September 2021**

**1832 Ms E L Powell (DA) to ask the Minister of Human Settlements [Interdepartmentally transferred from Home Affairs with effect 27 August 2021]:**

What is the total number of incoming calls at the offices of the Estate Agency Affairs Board that were (a) picked up by the automated welcome voice message, (b) answered by staff members and (c) disconnected without being answered in each (i) office, (ii) location and (iii) month from 1 January 2020 to 31 December 2020? NW2055E

**REPLY**

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| **(a) Number of incoming calls picked up by the automated welcome voice message** | | |
| **(i) Each office** | **(ii) Location** | **(iii) Month** |
| 19984 | Call centre | January |
| 19306 | Call centre | February |
| 0 | Call centre | March |
| 0 | Call centre | April |
| 3806 | Call centre | May |
| 13759 | Call centre | June |
| 17425 | Call centre | July |
| 15859 | Call centre | August |
| 19681 | Call centre | September |
| 23393 | Call centre | October |
| 19750 | Call centre | November |
| 13097 | Call centre | December |

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| **(b) Number of incoming calls that were answered by staff members (call centre)** | | |
| **(i) Each office** | **(ii) Location** | **(iii) Month** |
| 11684 | Call centre | January |
| 10922 | Call centre | February |
| 0 | Call centre | March |
| 0 | Call centre | April |
| 3526 | Call centre | May |
| 12643 | Call centre | June |
| 15592 | Call centre | July |
| 14218 | Call centre | August |
| 16319 | Call centre | September |
| 18412 | Call centre | October |
| 14706 | Call centre | November |
| 9780 | Call centre | December |

|  |  |  |
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| **(c) Number of incoming calls disconnected without it being answered** | | |
| (i) Each office | (ii) Location | (iii) Month |
| 8285 | Call centre | January |
| 8372 | Call centre | February |
| 0 | Call centre | March |
| 0 | Call centre | April |
| 280 | Call centre | May |
| 1116 | Call centre | June |
| 1833 | Call centre | July |
| 1641 | Call centre | August |
| 3362 | Call centre | September |
| 4981 | Call centre | October |
| 5044 | Call centre | November |
| 3317 | Call centre | December |