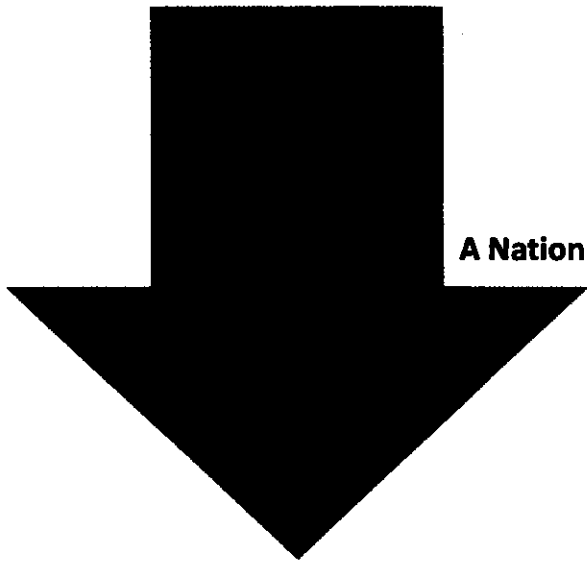


CENTRAL HOUSING AND PLANNING AUTHORITY



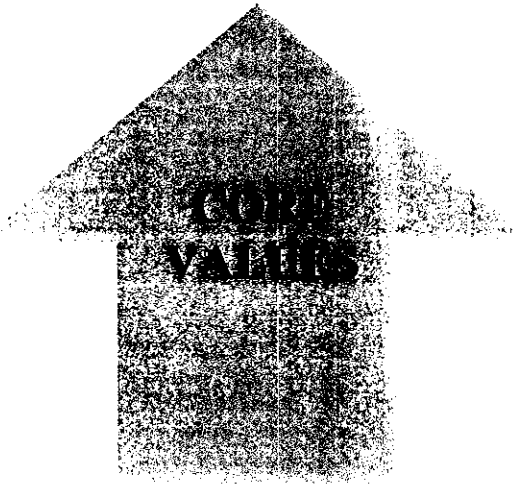
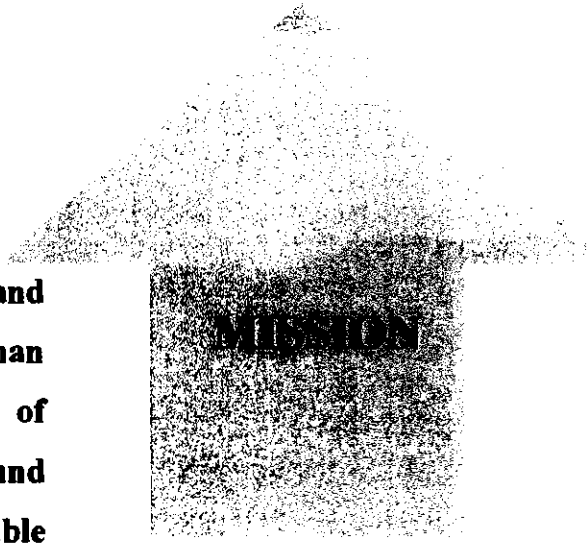
ANNUAL REPORT 2013





A Nation Housed in Sustainable Human Settlements

To facilitate the establishment and consolidation of sustainable human settlements and improved quality of life of Guyanese, through the promotion of sound planning, land divestment, affordable housing and cohesive communities.



- **Transparency and accountability**
- **Integrity**
- **Fairness and equity**
- **Excellence of Service**
(Courtesy, Timeliness, Professionalism)
- **Teamwork**
- **Respect for others**

LIST OF ABBREVIATIONS AND ACRONYMS

AOP	Annual Operating Plan
CHPA	Central Housing and Planning Authority
CDO	Community Development Officer
COWs	Clerks of Works
GIS	Geographical Information Systems
GOG	Government of Guyana
GL&SC	Guyana Lands and Surveys Commission
GPL	Guyana Power and Light
GRA	Guyana Revenue Authority
GWI	Guyana Water Incorporated
IDB	Inter-American Development Bank
IT	Information Technology
LIS 2	Second Low Income Settlement Programme
LMS	Land Management System
MoAA	Ministry of Amerindian Affairs
M&E	Monitoring and Evaluation
NDC	Neighbourhood Democratic Council
PRSP	Poverty Reduction Strategy Paper
RDC	Regional Democratic Council
RDS&PWDN	Roads, Drains, Structures & Pure Water Distribution Network
SAR	Semi Annual Report
SPSS	Statistical Package for the Social Sciences
VC	Village Council

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EXECUTIVE SUMMARY

This Annual Report reflects the activities that were undertaken by the Central Housing and Planning Authority for the period January – December 2013, in pursuit of the Authority's 2013 Work Programme, which continued to increase access to land, housing and infrastructure, as well as improve the quality of life of Guyanese citizens, reduce poverty, create employment and generate skills, in various communities across the country.

The level of overall achievement of the Agency's Programme was commendable. Most targets were met or exceeded. The Agency established six (6) new housing areas, yielding 4,907 new lots for new homeowners with 4,417 applicants finalizing their allocations. In addition, six hundred and thirteen (613) lots were regularised in favour of their occupants, in several squatter settlements, bringing the total number of lots allocated, to five thousand, and thirty (5,030). The Agency also continued to consolidate twenty two (22) housing areas through infrastructure upgrade, with respect to roads, drainage, electrical installation and water distribution networks. For infrastructure development, 111 km of new roads were constructed; 52 km of existing roads were upgraded, 92 km of transmission mains were installed, and an additional 4 housing areas were serviced with electrical distribution networks.

With respect to transfer of titles, 3,643 additional households collected their titles and obtained the required collateral to finance the construction or improvement of their homes. In addition, the issue of affordability of vulnerable households continued to be addressed through the implementation of the pilots under the Second Low Income Settlements Programme. For the core House Pilot, 91.4% of the target was achieved; the home improvement pilot achieved 76%; the Hinterland pilot, 130%; the professional pilot, 116% and the sanitation improvement project, 144%.

In the area of community participation and development activities, the CH&PA accomplished its targets in the training and mentoring of community leaders; preparing community development plans; facilitating group organization and implementation of community development projects in housing areas. For land use monitoring and management, the CH&PA processed 1,126 planning permits for the establishment of business enterprises, primarily within Regions 2, 3, 4, 5, 6, 7 and 10.

The work programme activities were implemented in keeping with the goals and objectives of the Poverty Reduction Strategy, the National Development Strategy and the Low Carbon Development Strategy, and in this regard, contributed significantly to continued growth in the building and construction sectors, the GDP of the country and the quality of life of many Guyanese. The period under review also saw deepening of public/private partnerships, as well as partnerships with the commercial and financial sectors. Other positive impacts included:

- Expansion of the market for building accessories and supplies;
- Mortgage interest relief;
- Concessions granted to allottees on building materials and accessories;
- Expansion of the turn-key solution as another option for beneficiaries.

This Annual Report comprises the Executive Summary, review of the activities of the technical departments and support units of the Central Housing and Planning Authority, in addition to a review of the GOG/IDB Second Low Income Settlements Programme

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Myrna A. Pitt
Chief Executive Officer

1. CH&PA 2013 PROGRAMME OBJECTIVES AND HIGHLIGHTS OF ACHIEVEMENTS

1.0 OVERVIEW

Programme Objectives

This report is an account of Central Housing and Planning Authority's progress in 2013 towards achieving the strategic goal of *ensuring access to adequate and affordable housing in sustainable and economically viable communities* by the year 2016.

The CH&PA's 2012- 2016 Strategic Outlook, which is aligned with the Poverty Reduction Strategy, and consistent with Government's commitment to ensuring that all Guyanese have access to adequate and affordable shelter, was used to drive the implementation of the Agency's 2013 work programme, and to establish the key performance indicators for which targets were set.

In keeping with the Strategic Outlook, the strategic objectives for 2013 were to:

1. Increase access to land/ housing through infrastructure development/ upgrade and house construction;
2. Increase security of tenure through divestment (transfer of ownership), of land to allottees and regularized squatters;
3. Implement pilot projects to improve living conditions and address issues of affordability and sustainability;
4. Support community development initiatives through community planning and participation;
5. Support improvement of urban areas through implementation of enhancement/ re-development projects within the City;
6. Expand public/ private partnerships in settlement development.

In this regard, Work Programme activities were designed to continue efforts to:

- Allocate house lots to eligible applicants;
- Construct turnkey houses;
- Provide infrastructure to housing schemes and squatter settlements;
- Grant security of tenure to allottees and regularized squatters;
- Implement pilot projects under the GOG/IDB Second Low Income Settlement Programme;
- Complete community development plans;
- Facilitate community participation exercises;
- Implement community demonstration projects;
- Implement urban re-development project – Brickdam Corridor Enhancement Project.

The work programme activities were implemented through the following Departments / Units of the Central Housing and Planning Authority:

1. **Planning and Settlement Development** - responsible for all planning, designs and survey functions in the development of settlements and regularization of squatter areas.
2. **Land Administration & Conveyancing** - responsible for the allocation of lands for residential, commercial and industrial purposes, to eligible applicants, in Government Housing Schemes; processing and distribution of Titles and Transports and monitoring housing and urban development policies.
3. **Projects Department** - responsible for the design and implementation of infrastructure development projects. The main functions of the department include engineering designs, procurement, contract administration, project management, and supervision.
4. **Community Development** – responsible for implementing, in collaboration with other CHPA departments and stakeholders, policies, programmes and projects that are designed to organize communities and build leadership capacity to facilitate self-reliance; regularize and upgrade squatting areas; and facilitate the relocation of squatters from high-risk areas, utilizing participatory approaches.
5. **Support Units** – responsible for efficiency in the execution of work programme activities, these Units: **Finance, IT, Human Resources, and Monitoring & Evaluation**, provide operational support to the other departments in the following areas: matters, finance; staff recruitment and training; computer hardware and software; auditing and controls; data collection, analysis of performance indicators and procurement.

This report on the achievements of the 2013 work programme activities is based on the key performance indicators for which budgeted allocations were made from the following funds:

- GOG Capital Funding
- CH&PA Housing Fund.
- GOG/IDB Second Low Income Settlements Programme

1.1 INDICATOR BASED PROGRAMME PERFORMANCE ASSESSMENT

Programme Activities	Results	Planned Target	Target Achieved	%
	Outputs			
Distribution of lots	1. # of interviews completed.	6,000	7,939	132.3
	2. # of lots allocated.	5,900	4,417	74.9
Squatter regularization	# of lots regularized.	1000	613	61.3
Processing and distribution of titles	1. # of titles processed.	5,000	5,326	106.5
	2. # of titles distributed	4,080	3,643	89.3
One Stop Shops	# of one stop shops held	10	8	80
Development of infrastructure	1. Kilometers of new roads constructed.	195	111	56.9
	2. Kilometers of pipe mains installed.	172	92	53.5
	3. Kilometers of roads rehabilitated.	83	52	62.6
	4. # of areas with electrical distribution networks installed.	12	4	33.3
Provision of turnkey houses.	1. # of turnkey houses constructed.	100	40	40
	2. # of turnkey houses sold.	100	38	38
Implementation of Pilots under Second Low Income Settlement Programme:	1. # of core houses constructed.	139	127	91.4
▪ Core house Pilot	2. # of home improvement subsidies disbursed.	200	153	76.5
▪ Home Improvement Subsidy Pilot	3. # of subsidies disbursed in Regions #1 and 9.	100	130	130
▪ Hinterland housing				

Programme Activities	Results	Planned Target	Target Achieved	%
	Outputs			
▪ Sanitation Improvement project	4. # of septic tanks constructed.	150	216	144
▪ Professional Groups Pilot	5. # of lots allocated to police, nurses and teachers.	100	116	116
Community participation	1. # of community groups established.	3	3	100
	2. # of community leaders trained and mentored.	28	36	128.6
	3. # of NDC officials received support and advice on strengthening relationships with communities.	3	4	133.3
	4. # of community development projects implemented.	4	4	100
Community Planning.	# of community development plans completed.	4	4	100
Urban Development	Brickdam Corridor Enhancement Project implemented.	Phase 1 completed	Incomplete	-
Processing of Planning applications	# of applications processed.	900	1126	125

1.2 COMPARISON OF PERFORMANCE

Programme Activities	Results	2011 Baseline	2012			2013		
			Planned Target	Target Achieved		Planned Target	Target Achieved	
	Outputs							
Distribution of lots	1. # of interviews completed.	11,720	10,000	8,855	88.5	6,000	7,939	132.3
	2. # of new lots allocated.	6,922	6,500	4,132	63.6	5,900	4,417	74.9
Squatter regularization	# of lots regularized.	2139	2000	1753	87.7	1000	613	61.3
Processing and distribution of titles	1. # of titles processed.	7,650	6,500	4,681	72.0	5,000	5,326	106.5
	2. # of titles distributed	2,889	3,500	2,577	73.6	4,080	3,643	89.3
One Stop Shops	# of one stop shops held	17	10	9	90	10	8	80
Development of infrastructure	1. Kilometers of new roads constructed.	25.4	-	107	421.3	195	111	56.9
	2. Kilometers of pipe mains installed.	25.4	-	161	634.3	172	92	53.5
	3. Kilometers of roads rehabilitated.	-	-	30	30	83	52	62.7
	4. # of areas with electrical distribution networks installed.	-	-	-	-	12	4	33.3
Provision of turnkey houses.	1. # of turnkey houses constructed.	70	80	90	112.5	100	40	40
	2. # of turnkey houses sold.	-	100	57	57	100	38	38
Implementation of Pilots under Second Low Income Settlement Programme:	1. # of core houses constructed.	33	100	68	68	139	127	91.4
	2. # of home improvement subsidies disbursed.	10	190	112	58.9	200	153	76.5

Programme Activities	Results	2011 Baseline	2012			2013		
			Planned Target	Target Achieved	%	Planned Target	Target Achieved	%
	Outputs							
<ul style="list-style-type: none"> ▪ Core house Pilot ▪ Home Improvement Subsidy Pilot ▪ Hinterland housing ▪ Sanitation Improvement Project ▪ Professional Group Pilot 	<p>3. # of subsidies disbursed in Regions #1 and 9.</p> <p>4. # of septic tanks constructed</p> <p>5. # of lots allocated to Police, Nurses and Teachers</p>	-	-	24	-	100	130	130
		-	-	-	-	150	216	144
		-	100	46	46	100	116	116
Community Participation	1. # of community groups established	-	-	-	-	3	3	100
	2. # of community leaders trained and mentored	-	-	-	-	28	36	128.6
	3. #of NDC officials received support and advise on strengthening relationships with communities	-	-	-	-	3	4	133.3
	4. # of community development projects implemented.	-	5	4	80	4	4	100
Community Planning.	# of community development plans completed.	2	5	2	40	4	4	100
Urban Development	Brickdam Corridor Enhancement project implemented.	-	-	-	-	Phase 1 completed	Incomplete	-
Processing of planning applications	# of Planning Applications Processed	799	900	957	106.3	900	1126	125.1

1.3 SUCCESS STORY

The most significant changes were achieved through the pilot projects under the Second Low Income Settlements Programme, which addressed the issues of affordability and sustainability of the very poor. The Hinterland Housing and Core House Pilots visibly demonstrated how the intervention transformed the lives of the very poor, in terms of the provision of shelter. Dilapidated shacks were upgraded to dwellings of acceptable structural quality, with improved sanitation and access to potable water supply, thereby improving the living standard of beneficiaries, some core house beneficiaries, were able to use the core house as collateral and access financing to expand the core unit into a modest, functional low income dwelling. To the credit of the in-house team which is implementing the pilot, and who were involved in the design of the Programme, as well as the core house, the pilots stand out as practical and workable solutions to reduce poverty and improve the standard of living of low income persons. Another area of success was the implementation of the sanitation improvement project, which commenced during 2013 and achieved 76% of its overall target of 285, by the end of the year.

2. PERFORMANCE REVIEW AND ANALYSIS OF DEPARTMENTS/ UNITS

2.0 PLANNING AND SETTLEMENT DEVELOPMENT

2.0.1 Strategic Objectives

- 1. Development Planning Unit** – provided the planned development of all settlements undertaken for the 2013 work programme.
- 2. GIS & Research Unit** - supported land use monitoring and management activities through spatial data collection, mapping and analysis. In this regard the primary objectives of the Unit for 2013 were the following:
 - a. Development of GIS databases of Government housing schemes to facilitate decision-making and
 - b. Preparation of plans by processing, analysis and mapping of spatial data.
- 3. Development Facilitation Unit** - processed planning/building applications for decisions with respect to the change of land use, sub-division of land and the establishment of new development activities.

2.0.2. Targets and Achievements

1. Development Planning Unit

The Unit continued to focus mainly on:

1. Preparation of Community Development Plans under the Second Low Income Settlement Programme;
2. Preparation of planning designs for settlement development.

The preparation of Community Development Plans facilitated the gradual consolidation of communities through a participatory community planning process and set the context for the development of new Schemes.

1. Preparation of Community Development Plans (CDPs)

Plans were prepared for:

- a) Block 5 Ankerville
- b) Area R Ankerville
- c) Eliza and Mary

The preparation of the CDPs involved the preparation of community profiles; GIS land use and spatial analysis reports, and reports on community engagement efforts which enabled community projects to be prioritised for funding and implementation.

Community planning projects were identified and implemented in the following communities:

- a) Ordnance Fortlands
- b) No. 76 Village
- c) Binkey Alley
- d) Block D Bath, and
- e) Section D, Sophia

Community Plans



2. Planning Designs

In the process of meeting the continued demand of residential lots, the Unit completed the following design layouts:

1. Yarowkabra (design layout options for the possible relocation of Timehri squatters)
2. Tract 'A' Plantation Prospect, East Bank Demerara
3. Tract 'A' Plantation Covent Garden, East Bank Demerara
4. Plantation Lust-en-Rust, West Bank Demerara
5. Planation Great Diamond Experiment, East Bank Demerara
6. Plantation Little Diamond, East Bank Demerara

7. Zeelugt, Phase 3, West Coast Demerara
8. Pln. Hampshire (re-design of the industrial estate)
9. Pln. Better Hope, East Coast Demerara (squattling area)
10. Pln. Perseverance, East Bank Demerara
11. Farm, East Bank Demerara
12. Parcel 1, Oronoque, Port Kaituma

Once completed, the design layouts served as the basis for subsequent cadastral surveys and infrastructural designs.

3. Surveys

During the year under review, major survey projects were executed in the following areas:

1. Farm Phase 2, East Bank, Demerara (E.B.D)
2. Haags Bosch, E.B.D
3. Perseverance, E.B.D
4. Great Diamond/Little Diamond, E.B.D
5. Covent Garden, E.B.D
6. Prospect, E.B.D
7. Providence, E.B.D
8. De Wilhem/ Zeeburg, W.C.D
9. Port Kaituma, North West District, Region No. 1
10. Kilcoy-Chesney, Corentyne Berbice

The lot identification exercise continued. At the close of the review period over nine hundred lots were identified to allottees in various Housing Schemes across the country. This exercise helped to ensure that allottees occupy and develop their lots in a manner consistent with the recorded survey plan.

2. GIS and Research

The Unit focused on the following:

1. Creation of geo-databases of housing areas

GIS datasets of parcels and roads were created for the following ten (10) additional housing areas:

1. Foulis
2. Paradise Block XXXIV
3. Dochfour Block XLVIII.
4. Providence Plan No. 53535 (Moderate Income Scheme)

5. Haslington Block XXXIII
6. Leonora Housing Scheme
7. Zeelugt Plan No.50552
8. Providence Gardens (Remigrants Scheme)
9. Plot A Herstelling
10. New Industrial Area (Eccles)

The macro road network of the East Bank Demerara housing development was digitized and the compiled plan of the housing areas was continuously updated. In addition to the GoG housing areas, five (5) GIS databases (parcels and roads layers) were created for private housing areas, namely: BK International, Buddy's, Courtney Benn, Caricom and DAX Housing projects.

2. Mapping and Spatial Analysis

As part of the Development Plan preparation process, mapping and spatial analysis exercises were required to be completed for the following seven (7) areas, which were targeted for the completion of Community Development Plans or Planning Study:

1. Block 5 Ankerville
2. Area R Ankerville
3. Eliza and Mary
4. Binkey Alley
5. Lethem and Tabatinga
6. Section D Sophia
7. Port Kaituma

At the end of the reporting period, four (4) mapping and spatial analysis reports were completed for Eliza and Mary, Binkey Alley, Lethem and Tabatinga and Port Kaituma. Various stages of work activities in terms of the following were completed for all the areas:

- Methodology
- Field work and data analysis
- GIS database creation
- Mapping and spatial analysis report

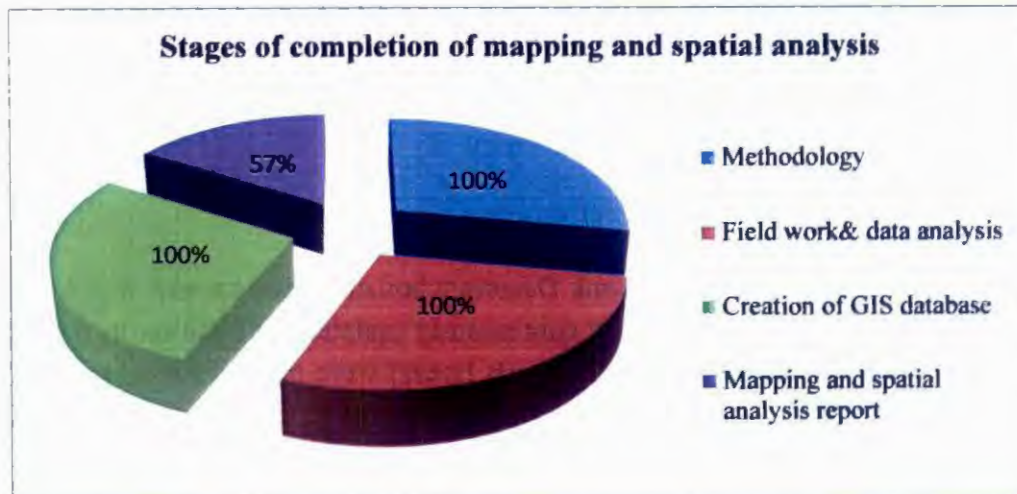


Figure 1: Illustration of the percentage of work completed for mapping and spatial analysis

3. Integration of GIS and MIS

With regard to this activity, a Consultant from the GL&SC, who developed a similar Land Management System, made a presentation to CHPA on the GIS/LMS integration, used by that Agency; this enabled CHPA to gain a better understanding of the different approaches for integrating GIS and MIS within the CH&PA.

4. Expansion of GIS within CH&PA

With regard to this activity, the Unit completed a presentation on ArcGIS Online and Interactive mapping to demonstrate how GIS could be implemented within CHPA. However, due to the incompleteness of the ArcGIS web mapping tool and the limitation of the trial version, it was decided that further research was required to determine which open source web mapping software would be more suitable to the CHPA.

5. Research activities

The Unit completed the following:

1. An evaluation of the GIS Unit based on the 1997 Needs Assessment done by the UNDP.
2. A study of spatial analysis of Liquor Establishments which outlined the methodology for a pilot project that would investigate how GIS could be used to aid the Development Facilitation Department's application process, based on the existing policy.
3. CH&PA comments on the National GIS Policy which was submitted to the National GIS Committee.
4. In-house spatial information for the Guyana Geospatial Data Inventory Survey.

3. Development Facilitation Unit

The Unit targeted the processing of nine hundred (900) planning/building and land sub-division applications and achieved one thousand, one hundred and thirty-four (1,134) applications, surpassing the target by two hundred and thirty-four (234).

2.0.3 Evaluation of Performance (Comparison with previous periods)

1. GIS and Research

With respect to the creation of GIS datasets of housing areas, there was a slight reduction in output when compared to last year, where thirteen (13) GIS databases were completed. The reason for this reduction was that more time was spent acquiring copies of cadastral plans for housing areas. In addition, the areas for which the survey plans were acquired had no geographic co-ordinates. GPS data therefore had to be collected to facilitate geo-referencing of the newly acquired cadastral plans.

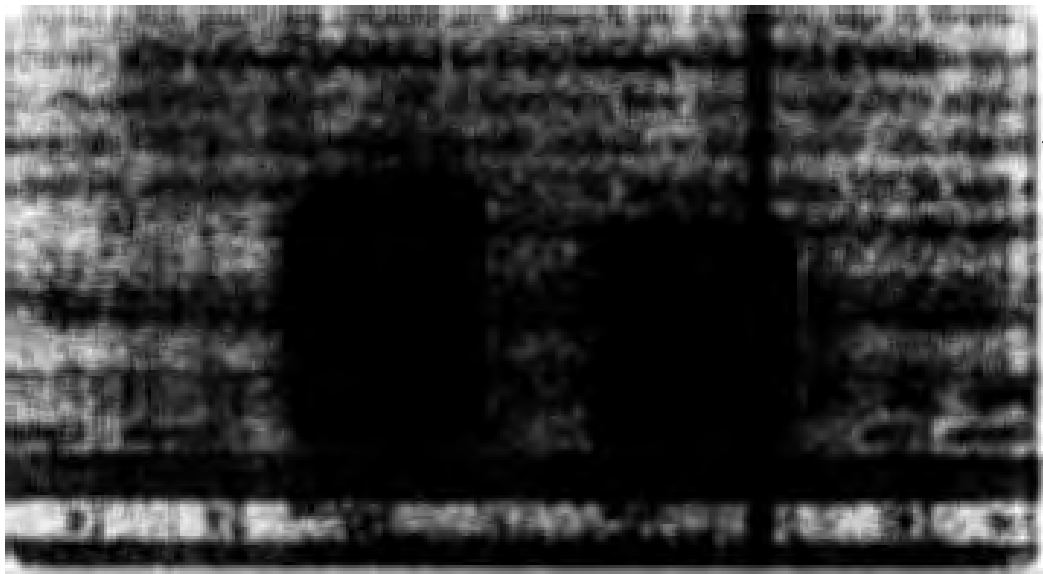


Figure 2: Comparison of work accomplishment in the creation of GIS databases

With respect to mapping and spatial analysis, there was an improvement in the performance, since the Unit was able to complete all work activities, except for finalization of the mapping and spatial analysis reports.

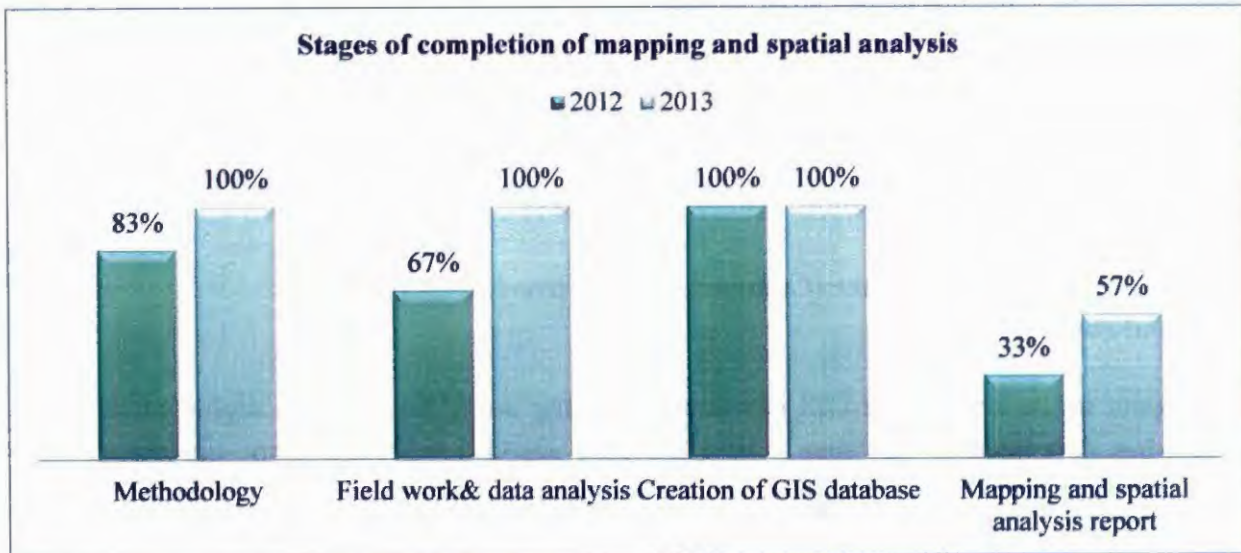


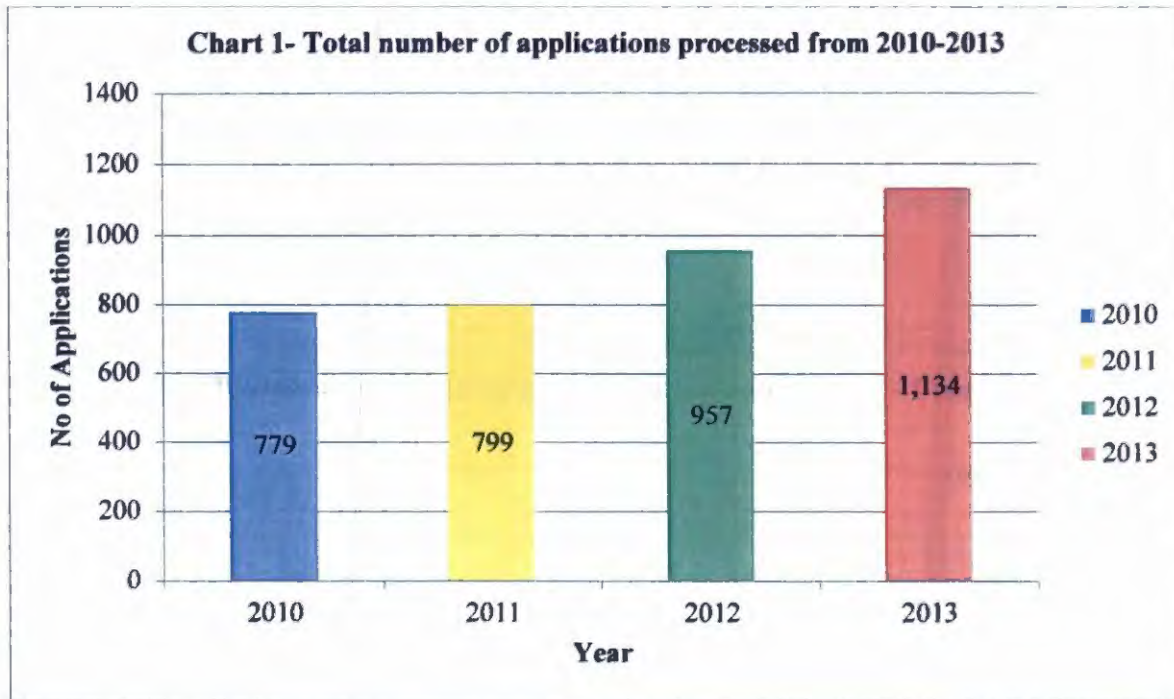
Figure 3: Comparison of work accomplished for mapping and spatial analysis

2. Development Facilitation Unit

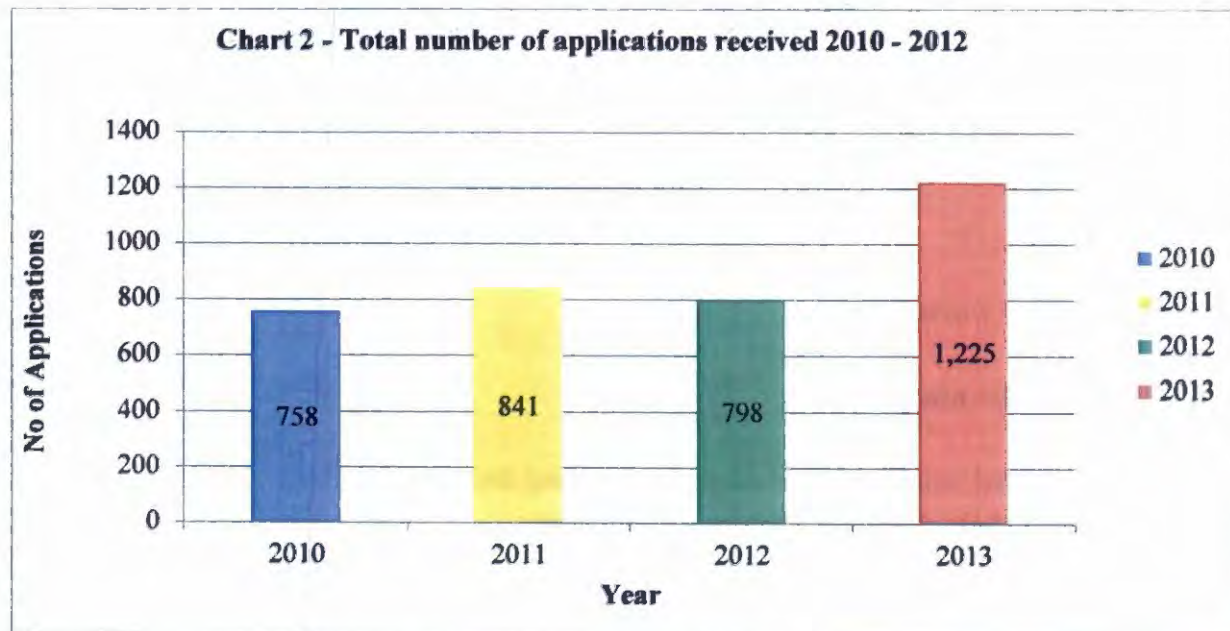
The total number of applications of one thousand, one hundred and thirty-four (1,134) processed for 2013 represents a significant numerical increase over the 2012 performance, since only eight hundred and ten (810) applications were processed in 2012. An analysis of the achievements in years 2010 and 2011 also reveals a situation whereby performance in 2013 surpassed that of 2010 by a total of 355 applications and 2011 by a total of 335 applications processed. This is reflected in the table below and also illustrated by way of Chart 1.

Table 1: A comparative review of applications processed for the period of 2010 to 2013

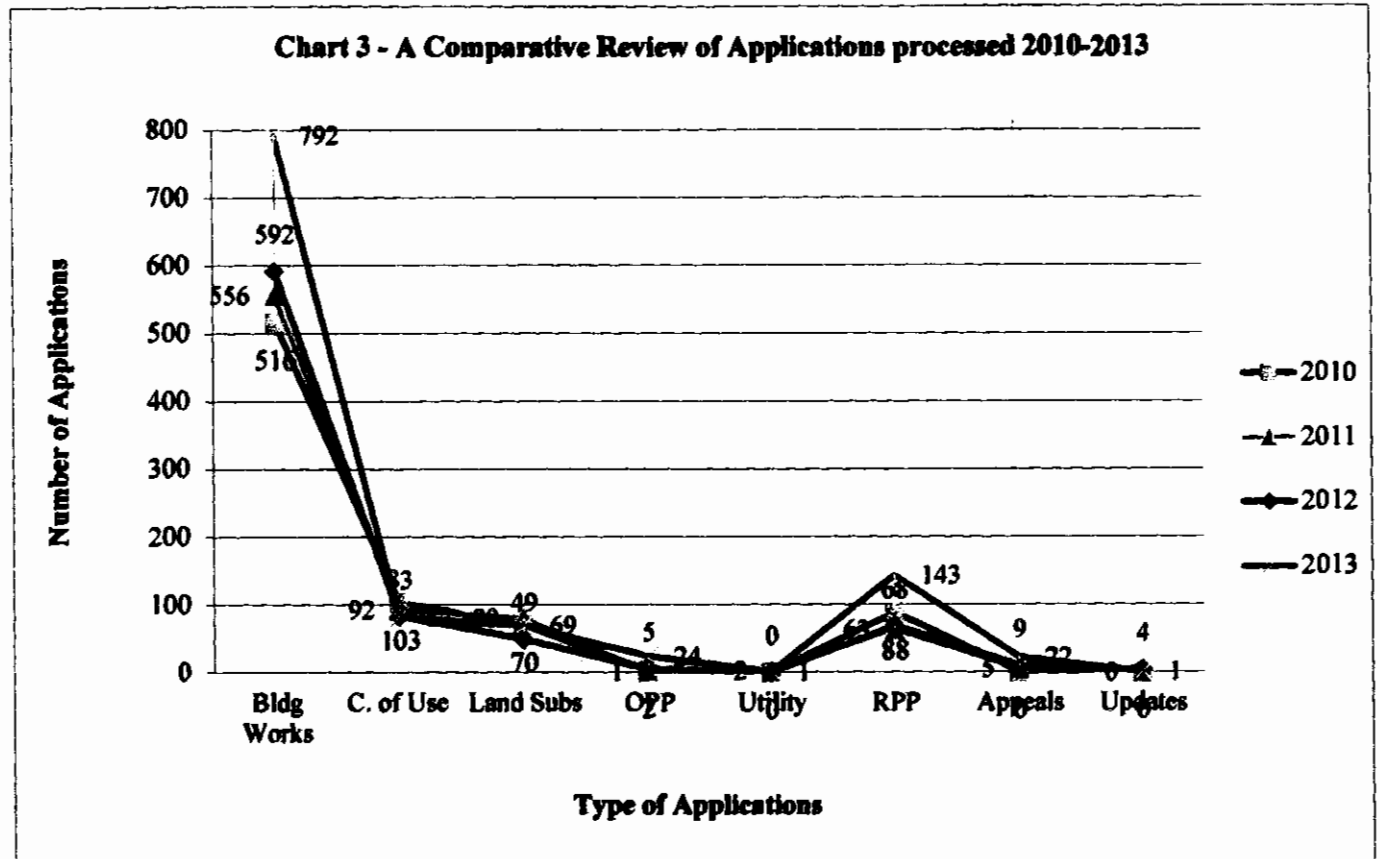
Year	Bldg Works	C. of Use	Land Subs	OPP	Utility	RPP	Appeals	Updates	Total
2010	516	103	70	2	0	88	0	0	779
2011	556	92	80	1	2	63	5	0	799
2012	592	83	49	5	0	68	9	4	810
2013	792	82	69	24	1	143	22	1	1134



In terms of the number of applications received, year 2013 also accounted for a significantly higher total of 1,134 applications, as compared to 957 in 2012; 799 in 2011 and 779 in 2010 (Chart 2 below).



While the overall trend has been one whereby there has been a steady increase in the number of planning/building applications processed over the 2010 to 2013 period, there has been a significant peak with respect to the performance in 2013 (Chart 3 below). The general view on this notably different 2013 situation is that it is a result of a countrywide commercial building boom in the construction sector.



2.0.4 Other work activities:

1. Development Planning Unit

The Unit was involved with the following projects during the reporting year:

a) The Annual International Building Exposition:

Staff of the Unit assisted in the preparation and displaying of the following items:

- a. Model showing Phase 1 of the Brickdam Street Enhancement Project
- b. The Housing magazine
- c. Video presentation

b) Leonora Heritage Conservation Initiative

This was a collaborative heritage preservation effort aimed at the restoration of several remnants of Guyana's sugar industrial history found within Block MH, Leonora, through involvement of the local community and relevant sector agencies such as the National Trust and the Guyana Sugar Corporation. Through meetings with the Local Authority and the National Trust Board, awareness of the historical heritage value of the site was accentuated. Further community/stakeholder consultations will inform the preparation of a comprehensive heritage preservation plan.

c) Timehri Airport Expansion

The Unit assisted in the preparation of a draft-zoning plan for the buffer area (300m) around the airport. The Chief Development Planner continued to represent CHPA at meetings of the inter-agency Task Force set up under the auspices of the Ministry of Public Works and Communications to deal with matters pertaining to the airport expansion project.

d) Parliament Square Urban Enhancement Project

The Unit co-ordinated the preparation of an operational plan that sets out the context for the management of the site. Consultations were also held with the Burrowes School of Art and the National Trust for the proposed painting of a mural on the eastern wall of the Square.

e) The National Land Use Planning Project

The Chief Development Planner and other senior technical officers of the Unit participated in the multi-stakeholder inter-agency review of the draft National Land Use Plan, with the resulting comments incorporated into the National Land Use Plan

2. GIS and Research

The Unit was involved in the following work activities:

- a) Provision of mapping services
- b) Building Exposition 2013
- c) Handing over of Schemes
- d) Hosted Secondary School Student at CH&PA for Geotech Vision GIS Camp
- e) Assisted with the planning and preparation of social/cultural celebrations at CHPA

3. Development Facilitation Unit

Meetings with Local Authorities and Municipalities:

The DFU conducted several meetings with Local Authorities and Municipalities pertaining to matters related to the processing of planning/building applications. Most of these meetings

were unplanned and in response to particular situations whereby the CHPA's advice was required.

Inter-agency collaboration:

The Unit continued to collaborate with several agencies in the processing of planning/building applications. This collaboration took the form of application referrals and joint site visits particularly with respect to the Environmental Protection Agency. In the case of the Guyana Fire Service, two hundred and sixty-nine (269) planning/building applications were referred for recommendations.

2.0.5 Miscellaneous Matters

Training

The staff members of the Unit were also involved in various training workshops/ courses as part of capacity building process of the Central Housing and Planning Authority. The training sessions/ workshops/ courses were on the following:

1. Introductory Level GIS training at Guyana Civil Defence Commission - sponsored by CH&PA through the IDB LIS II Programme.
2. Land Resources Management at University of Guyana
3. Community-Based Mapping online course with Colorado State University
4. Remote Sensing Training at Guyana Lands & Surveys Commission
5. One-day training in the use of Lejca Handheld GPS
6. Training of facilitators for Participatory Approach to Safe Shelter Awareness (PASSA)
7. Executive Business Seminar (GIS Day Activity) at the Guyana Forestry Commission

External Committees/ Board

The Chief Development Planner continued to represent the CH&PA on the Guyana Lands and Surveys Commission and the National Trust of Guyana Statutory Boards. Also some staff members were nominated to sit the following external Committees/ Board:

1. Guyana Waste Water Management Revolving Fund Committee
2. The Central Board of Health
3. GIS National Policy Consultation Group
4. The Dakouria Creek Water Shed Management Committee

2.1 LAND ADMINISTRATION AND CONVEYANCING DEPARTMENT

2.1.1 Strategic Objectives for 2013

Based on the Strategic Outlook (2012-2016), and on the Indicator based Programme Performance Assessment, the Land Administration and Conveyancing Department achieved a commendable level of success in carrying out its main work programme activities as shown in the table below:

2.1.2 Targets and Achievements

Activities	Target	Achievement	% Achieved	Comments
Conduct interviews for house lots	6000	7,939	132.3	32% Surplus
Issue Allocation Offers	5,900	5,999	101.7	2% Surplus
Conduct One Stop Shops	10	8	80	
Actual Allocations	5,900	4,417	74.9	
Allocate Turn-Key houses	100	72	72	
Process Titles/Transports	5,000	5,326	106.5	6.5% Surplus
Distribute of Titles/Transports	4,080	3,643	89.3	
Allocate house lots under the Professional Group's Pilot	100	116	116	16% Surplus
Increased Occupancy in schemes	8%	4%	50%	

The highest number of applications was received for Region 4. Regions 3 and 6 also received a large number of applications which were inputted in the system. The data revealed that the average age of the applicants was 35 years.

Using the applications/interviews, as indicators of demand, it can be observed that the demand, even though it increased for the reporting year, showed a downward trend of the number of applicants interviewed for house lots.

In 2013, allocations were based on applications which were submitted prior to 2010; this was based on the Regional demand and the availability of house lots within the respective regions. In regions 2 and 3, applicants with applications prior to year 2013, were allocated house lots.

Eligible applicants were offered low, moderate, middle or high income house lots at Onderneeming in Region 2, Lust En Rust, Zeelugt Phases II & III in Region 3, Covent Garden and Farm Phase II Housing Schemes in Region 4, Kilcoy Chesney in Region 6.

There was a shortfall in the number of allocations in 2013 by approximately 38 percent of the target, similar to the previous year, even though there was an increase in the number of allocations, when compared with 2012 (table 8). More specifically, the year 2013 saw a total of four thousand four hundred and seventeen (4,417) qualified applicants, who selected and paid for house lots in the new schemes established for that period, and in those schemes which had available lots for allocation. Notably, five thousand, nine hundred and ninety-nine (5,999) pre-qualified applicants were offered lots and of that total, 4,415 or 74 % selected house lots.

The majority of allocations made, that is, 2432 or 41.1%, were done at the eight (8) One-Stop-Shop exercises held during the reporting period. The remaining allocations were done at Head Office and the Regional Housing Offices, during normal working hours.

In the area of Conveyancing, a total of five thousand, three hundred and twenty-six (5,326) Transports and Titles were processed, of the 5,000 targeted, for allottees who paid the required deposits for their lots. Approximately 29.1 percent or one thousand five hundred and fifty-four Titles and Transports were processed at the One-Stop-Shop exercises held during the year. Three thousand, six hundred and forty-three (3,643) Titles and Transports were distributed to allottees who paid the full cost for house lots allocated in 2013 or prior.

The construction and sale of turn-key homes continued, with a total of one hundred and twenty (120) houses constructed at Providence Housing Scheme on the East Bank of Demerara. The one thousand Homes Project was launched in June 2013, for the construction of two and three bedroom houses at Perseverance new housing development. This stimulated greater interest in the houses and resulted in a total of four thousand, three hundred and twenty six (4326) persons applying. One thousand six hundred and ninety three (1693) of those applications were sent to the Bank for prequalification, and six hundred and forty- four (644) persons were prequalified for mortgages. The target for the year for one stop shops, was ten (1), of which eight (8) were completed. The two remaining will be executed in 2014.

Interviewing Unit

(a) Application Forms

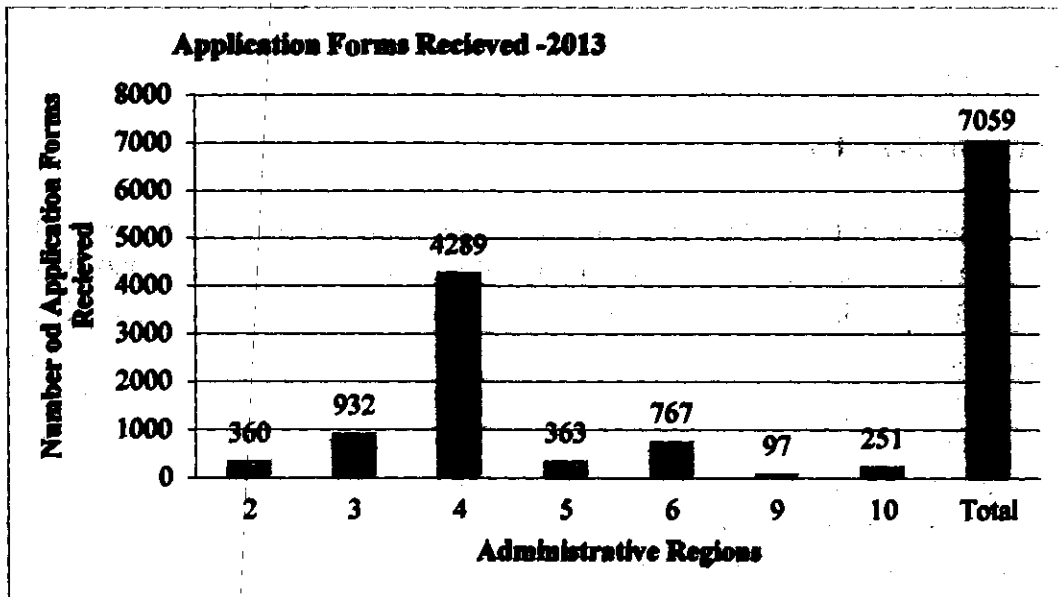


Chart 1: House lot Applications forms received

The number of application forms received for house lots was seven thousand and fifty-nine hundred (7059). Chart 1 illustrates that applicants in Region 4 continued to demonstrate a greater demand for house lots, followed by Regions, 3, 6, 5, 2, 10 and 9. A larger number of house lots were therefore developed in Region 4 with the aim of reducing the backlog of applications.

(b) Interviews Conducted Chart 2

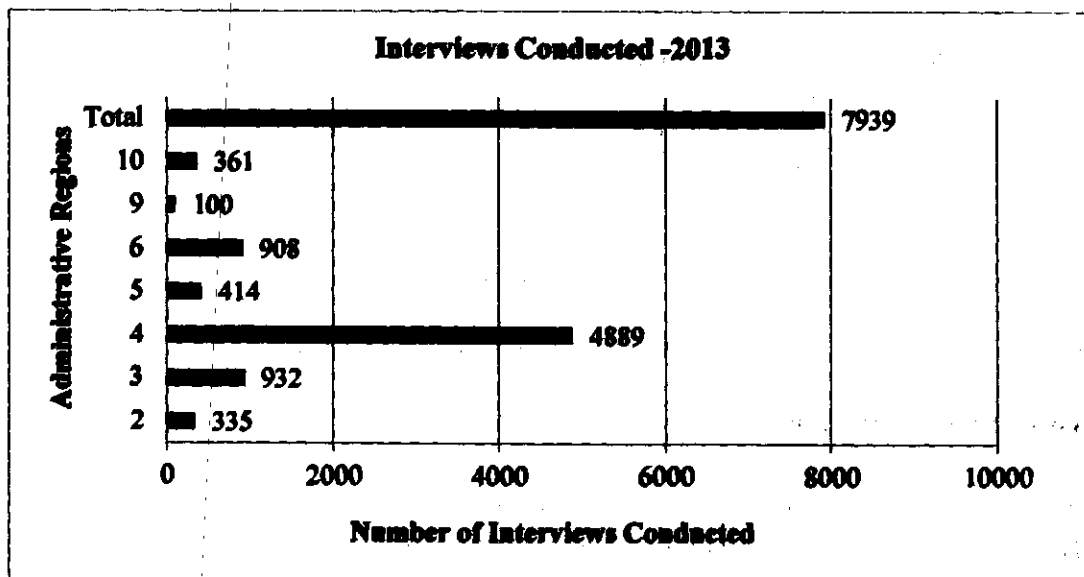


Chart 2 shows that seven thousand and nine hundred and thirty- nine (7,939) applicants were interviewed and prequalified to be allocated house lots. The applicants interviewed were applicants who had applied either in 2013 or prior.

1) Land Allocation

(a) Allocation of House Lots

The figures presented in tables 2&3 show the target and achievements for the year with respect to the allocation of house lots; the target was five thousand nine hundred (5,900) lots; of this, four thousand, four hundred and seventeen (4,417) persons were allocated, accounting for 75% of the target. This figure represents the prequalified applicants who selected and paid for house lots. Of the total lots allocated; 3.7 percent or one hundred and sixty-six (166) house lots were allocated in Region 2, 40.7 percent or one thousand seven hundred ninety -six (1796) allocations were completed in schemes in Region 3. In Region 4, 45.5 percent or one thousand nine hundred and sixty-five (1965) applicants selected house lots, 0.5 percent or twenty-three (23) lots were allocated in Region 5, 5.5 percent or two hundred and forty-three (243) lots were allocated in Region 6, 1.1 percent or forty-nine (49) lots were allocated in Region 7, 0.2 percent or eleven(11) house lots were distributed in Region 9 and 3.7 percent or one hundred and sixty-four (164) applicants were allotted in Region 10.

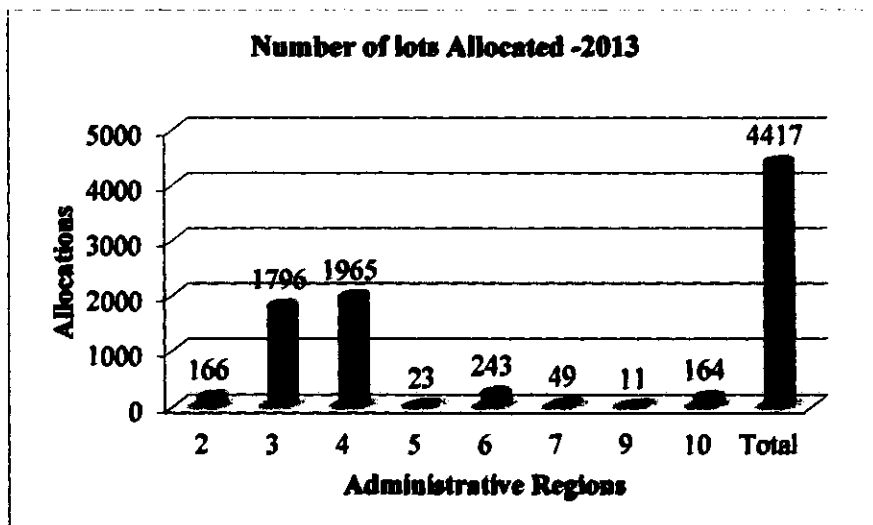


Chart 2: Allocations of house lots by Regions

(a) Classification of Allocations

The allocations made were classified into three groups:

1. **Direct** - that is, applicants who received their first allocation.

2. **Transfers**- applied to those applicants who requested transfers from one scheme to another or from a middle-income lot to a low-income lot.
3. **Private Developers** - those lots allocated to applicants via a developer.

Regions	Direct Allocations	Transfer	Private Developers	Totals
2	165	1	0	166
3	1757	31	8	1796
4	1906	51	8	1965
5	23	0	0	23
6	237	6	0	243
7	40	9	0	49
8	0	0	0	0
9	11	0	0	11
10	156	8	0	164
Total	4295	106	16	4417

According to Chart 3 and Table 3, four thousand, four hundred and seventeen (4,417) lots were allocated; four thousand, two hundred and ninety-five (4,295) of the allocations were direct allocations, while one hundred and six (106) allocations resulted from transfers. Sixteen (16) allocations were done via Private Developers. Table 3 shows the number of house lots allocated by Region.

An analysis of the data in Table 3 illustrates that 64.7% of the allocations were assigned to applicants from the low to moderate income group, with 26.5 % assigned to the middle to high income approved applicants. The data for Region 4 illustrates the opposite where the number of allottees obtained middle to high income house lots than low to moderate income house lots.

Table 3: Allocations by Region and Income Category			
Regions	Low / Moderate Income	Middle/ High Income	Total
2	158	8	166
3	1669	127	1796
4	635	1330	1965
5	9	14	23
6	206	37	243
7	22	27	49
8	0	0	0
9	7	4	11
10	152	12	164
Total	2858	1559	4417
	64.7%	26.5%	100%

(c) Allocation of Turnkey Homes

During 2012 the Ministry commenced the construction of one hundred and twenty (120) turn-key houses at Providence Housing Scheme, which were completed in December 2013. Sixty nine (69) properties were allocated and payments received from the Bank for thirty eight (38) houses. Three additional houses were sold at Good Hope, Leonora and Zeelugt housing schemes; these were constructed in 2011/ 2012. The total properties allocated during 2013 were seventy two (72).

The interest expressed for the previous Phase of the turn-key project resulted in the expansion of this type of housing solution and in June, 2013, the Ministry launched the 1000 Homes Project at Perseverance, East Bank of Demerara. This project will see the construction of one thousand (1000) houses beginning at Perseverance.

For the reporting period, the department received four thousand three hundred and twenty-six (4326) applications from interested applicants for this project. One thousand six hundred and ninety-three (1693) applicants were forwarded to the New Building Society to be prequalified for mortgages.

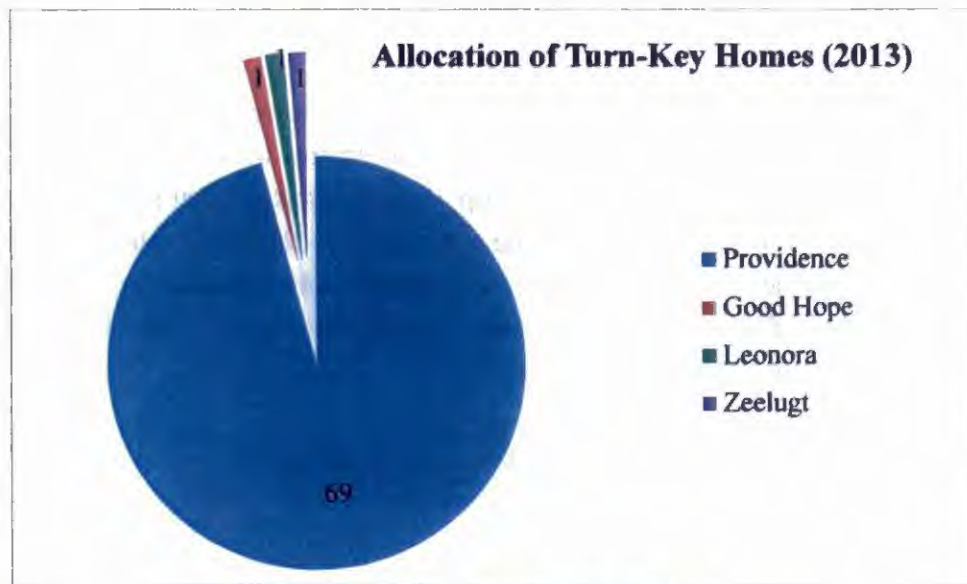


Chart 3: Allocation of Turn-key homes

(d) Schemes Established

Seven (7) new areas were developed during 2013, with a total of four thousand nine hundred and seven (4,907) lots, inclusive of residential and commercial lots, making available, three hundred and sixty-three (363) lots in one scheme in Region 2, two thousand and sixteen (2016) lots in two areas in Region 3 and two thousand five hundred and twenty-eight (2,528) in two areas in Region 4.

- Pln. Onderneeming Phase III, Essequibo
- Pln. Zeelugt Phase II, East Bank Essequibo
- Pln. Zeelugt Phase III, East Bank Essequibo
- Pln. Lust-En-Rust, West Bank Demerara
- Pln Farm Phase II, East Bank Demerara
- Pln. Covent Garden, East Bank Demerara
- Pln Enmore, East Coast Demerara

Altogether, the areas which were developed catered for low, moderate and middle income earners in all of the regions, while in some schemes, there were moderate to high income house lots. Although the Ministry was successful in establishing the housing schemes in three regions, there still exists a large demand especially in Region 4.

(e) One Stop Shop Exercises

The Authority conducted eight (8) successful One Stop Shop exercises in Regions 2, 3, 4 and 6. A total of 5,834 offers were dispatched to prequalified applicants to select and pay for house lots at the One Stop Shop activities. These One Stop Shop exercises attributed to approximately 50.1% of the total number of allocations for the year and one thousand four hundred and fifty-five (1454) allottees commenced the processing of Titles for lots allocated. Some of the schemes in which a large number of allocations were made; Lust-en-Rust and Zeelugt Phase II in Region 3; Covent Garden and Farm Phase II in Region 4.

Regions	Allocation Offers	Actual Allocations
2	379	127
3	2,270	1,184
4	2,470	933
6	715	188
Totals	5,834	2,432

The table above illustrates the allocation of house lots at the One Stop Shop exercises as per region, which totaled two thousand four hundred and thirty-two (2,432). Of these, one hundred and twenty seven (127) were allocated in Region 2, one thousand one hundred and eighty-four (1,184) in Region 3, nine hundred and thirty-three (933) in Region 4 and one hundred and eighty-eight (188) in Region 6.

2) Conveyancing Unit

(a) Processing of Transports and Land Titles

In 2013 the target for conveyance (processing) was five thousand (5,000) Transports and Certificates of Title and a distribution target of four thousand and eighty (4,080). This was as a result of the acquisition of several tracts/portions of land identified within the administrative regions and same being processed on the completion and finalization of the surveys and cadastral plans.

The target for the year was exceeded by 6.4%. This was as a result of actual allocations and the regularization of Squatter Settlements. The processing figure increased significantly as a result of

the initiative of the Agency's One Stop Shop exercises during the year. A total of 1,454 Titles and Transports processed, were done at the One Stop Shops held in 2013.

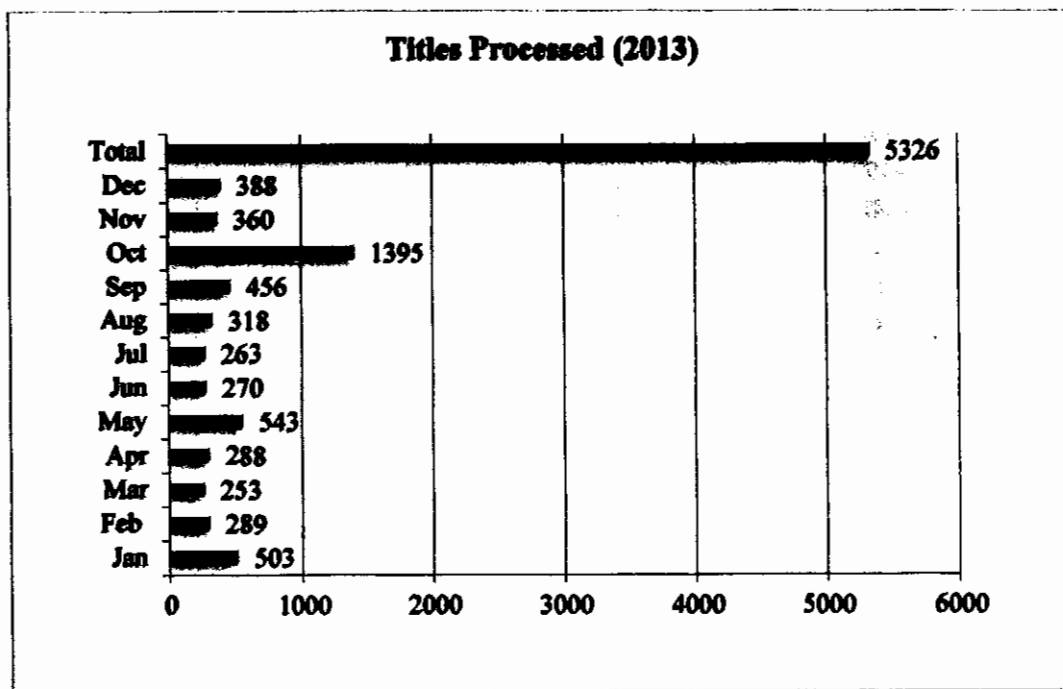


Chart 4: Processing of Titles

(b) Distribution of Transports and Certificates of Title

The distribution target was four thousand and eighty (4,080) Transports and Certificates of Title. In addition to the routine distribution of Titles and Transports at Head Office and at Regional Housing Offices (2,5,6,9,10), the Conveyance Unit organized one (1) distribution exercise at the International Building Expo. This exercise was conducted in an attempt to reduce the number of transports and certificates of title that were available for distribution.

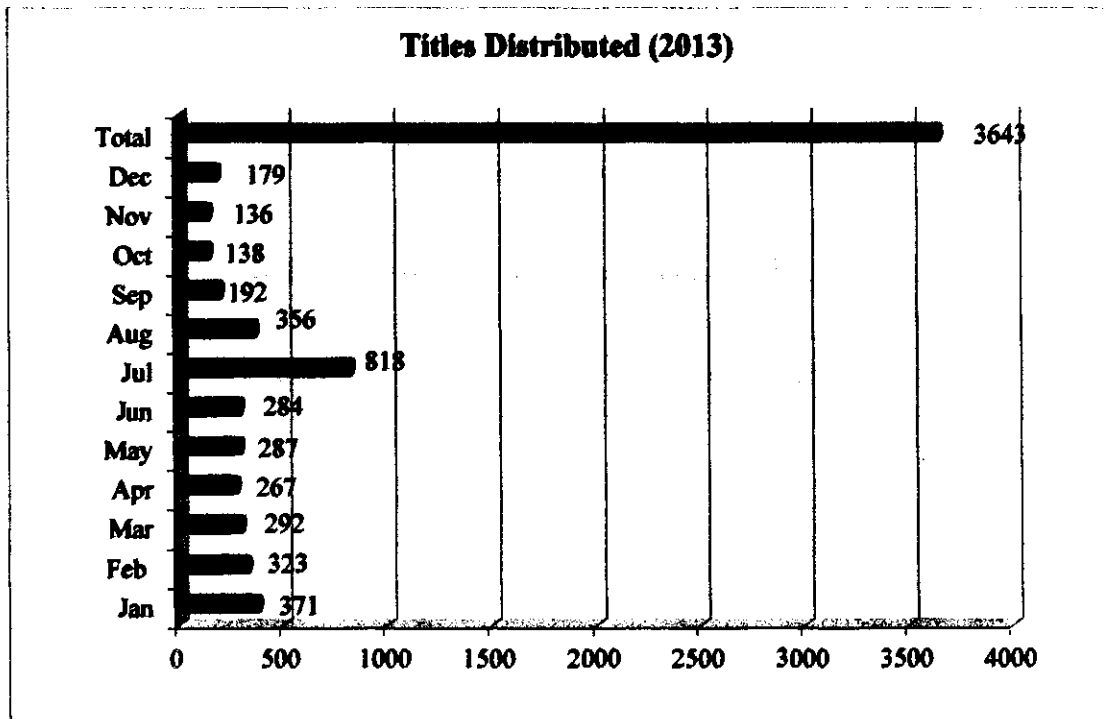


Chart 5: Distribution of titles

(c) Deeds of Gifts/Transfer of Land/Conversion & Registration of lands

The Conveyancing Unit continued to request the transfer, conversion and registration of lands from agencies such as Guysuco, the Government and State of Guyana.

The conversion of lands to the Land Registration System continued, as well as the registration of portions of Bartica, as persons visited the Authority to begin the conveyance of their freehold titles.

During the reporting period, there were six (6) new Transfers of Land by way of Deed of Gift. Eleven (11) Block transports conveyed for lands deeded in 2011 and one (1) transport conveyed for land deeded in 2009, were converted to the Land Registration System under the Land Registry Act, in 2013. Certificates of Title were obtained for seven areas, at the end of the reporting period.

There were twenty (20) conversions of land to Land Registration Area, seventeen (17) for Central Housing and Planning Authority and three (3) for Government of Guyana lands, 6 of the areas acquired were in the process of being converted to the Land Registration System and were advertised in the Official Gazette in 2012. These Transports will be finalized and completed in 2014.

GOG Areas				
No	Areas	Acreage	Conversion Transports	Certificate of Title
Region No. 4				
1	Parcel 983 Zeelugt	16.471	Tpt No. 39/2013 d/d 4.2.2013	COT 2013/379A d/d 18.12.2013
2	Parcel 1082 Zeelugt	156.75	Tpt Adv on OG on 16 th November 2013 #1''	COT 2013/2101A d/d 18.12.2013
3	Parcel 517 Leonora		Tpt No 2165/2013 d/d 31.10.2013	

CH&PA Areas				
No	Areas	Acreage	Conversion Transports	Certificate of Title
Region No. 4				
1	Tract A Little Diamond (Parcel 543)	333.8534	279/2013 d/d 11.2.2013	COT 2013/1525 d/d 15.5.2013
2	Tract A Great Diamond (Parcel 660)	527.1213	938/2013 d/d 30.4.2013	COT 2013/2101A d/d 18.12.2013
3	Tract A Covent Garden (Parcel 542)	228.0288	2247/2013 d/d 11.11.2013	
4	Tract A Prospect (Parcel 544)	261.6316	276/2013 d/d 11.2.2013	COT 2013/1526 d/d 15.5.2013
5	Block X Farm (Parcel 113)	479.5458	141/2013 d/d 28.01.2013	COT 2013/1524 d/d 15.5.2013
6	Plot B Herstelling (Parcel 983)	216.5456	278/2013 d/d 11.2.2013	COT 2013/1522 d/d 15.5.2013
7	Plot C Herstelling (Parcel 985)	108.7489	857/2013 d/d 25.4.2013	
8	Plot A Herstelling (Parcel 561)	79.9711	277/2013 d/d 11.2.2013	COT 2013/1523 d/d 15.5.2013
9	Plot A Enmore (Parcel 149)	15.4813	24/2014 d/d 7.1.2014	
10	Plot A of Tract A Pln Good Hope (Parcel 2)	19.6713	1787/2013 d/d 27.8.2013	COT 2013/4618 d/d 18.12.2013

11	Block 4 comprising of Block 1 and a portion of Pln De Groot En Klyne (Parcel 669)	89.1537	Tpt No 2246/2013 d/d 11.11.2013	
12	Block AA East of AreaC Pln Enterprise	2.034	Adv 5.10.2013 # 10	
	Region No. 3			
13	Tract Z Zeelugt (Parcel 168)	158.2436	Tpt Advertised on 16th November 2013 # 2	
14	Block MH Leonora (Parcel 290)	34.462	Adv on 5th October 2013 # 56	
15	Tract A and B Pln Leonora	0.437 & 0.643	Adv on 5th October 2013 # 59	
16	Block S De Willem	2.7581	Adv on 5th October 2013 # 9	
17	Tract A Anna Catherina (Parcel 386)	2.3841	Adv on 5th October 2013 # 57	Block and conversion transports advertised simultaneously

Areas Decided in 2013

No.	Areas	Acreege	Date Decded
1	Tracts A and B Pln. Leonora	0.437 & 0.643	21 st June, 2013
2	Block S De Willem	2.7581	21 st June, 2013
3	Lots C & D Pln. Bloomfield	20.13 & 15.36	5 th June, 2013
4	Block MH Leonora	34.462	27 th June, 2013
5	Track A Anna Catherina	2.3841	21 st June, 2013
6	Block AA Pln. Enterprise 27 th June, 2013(East of Block 8)	2.034	27 th June, 2013
	Total Acreege	78.2082	

State Land

No.	Areas	Acreege	Title No
1	Tracts A and B Pln. Leonora	0.437 & 0.643	21st June, 2013

3) Investigation and Enforcement

Description	Total
Contravention Notices served	112
Buildings Demolished	58
Investigations Conducted	199
Verifications Conducted	25
Monitoring of schemes	3
Court Orders	9
Investigation of Fraud Matters	4

One hundred and twelve (112) contravention notices were served to persons who violated and breached the terms and conditions of their allocation; nine (9) Orders of Court to have Transports and Titles cancelled were also served, fifty-eight (58) buildings which were erected illegally on lots and reserves were demolished, one hundred and ninety-nine (199) investigations, pertaining to the allocation of lots were conducted, twenty-five (25) matters which required verification were completed and development taking place within three (3) schemes, was monitored. In addition, four (4) matters were investigated where persons pretending to be housing officers, performed transactions on behalf of the Authority; these transactions were illegal since, they were not employed by CH&PA.

2.1.3 Evaluation of Performance (Comparison with previous periods)

(a) Application Forms

Years	Number of Applications Received
2012	8,425
2013	7,059
TOTAL	15,484

A total of 15,484 application forms were received for house lots for the period 2012 to 2013. Using the number of applications as an indication of demand it shows that there was greater demand in 2012 and there was a reduction in the number of applications for land for housing by one thousand three hundred and sixty-six (1366) in 2013.

For the period, the Ministry allocated applicants in the system prior to 2011 provided they accepted the lots at the locations they were offered. This occurred in almost all of the regions, while in some of the regions, 2013 applicants and prior, were allocated house lots. This was however, subject to the demand and the availability of land.

(b) Interviews Conducted

Years	Number of Interviews Conducted
2012	8,855
2013	7,939
TOTAL	16,794

The table above shows there was a reduction in the number of applicants who were interviewed in 2013. The number of interviews is generally more than the number of application forms received, due mainly to interviews being conducted with applicants who were not interviewed prior to the new system (real time interviews), which was instituted in May 2009.

(c) Comparative Analysis of Allocations made by the Land Allocation Department

Years	Targets	Allocations	Low/ Moderate Income	Middle/ High Income
2012	6500	4132	525	3607
2013	5900	4417	2858	1559

The department achieved 4417 allocations or 75% percent of the target for 2013 (Table). For the year under review, the number of low to moderate income lots allocated accounted for 64.7%, an increase in this category compared with 2012.

The period 2012 saw the majority of house lots allocated to middle and moderate income earners while the number of allocations to low income allottees increased in 2013. The development of housing schemes during that period was driven by the socio-economic data provided by applicants and other related facts pertinent to the development of new housing areas.

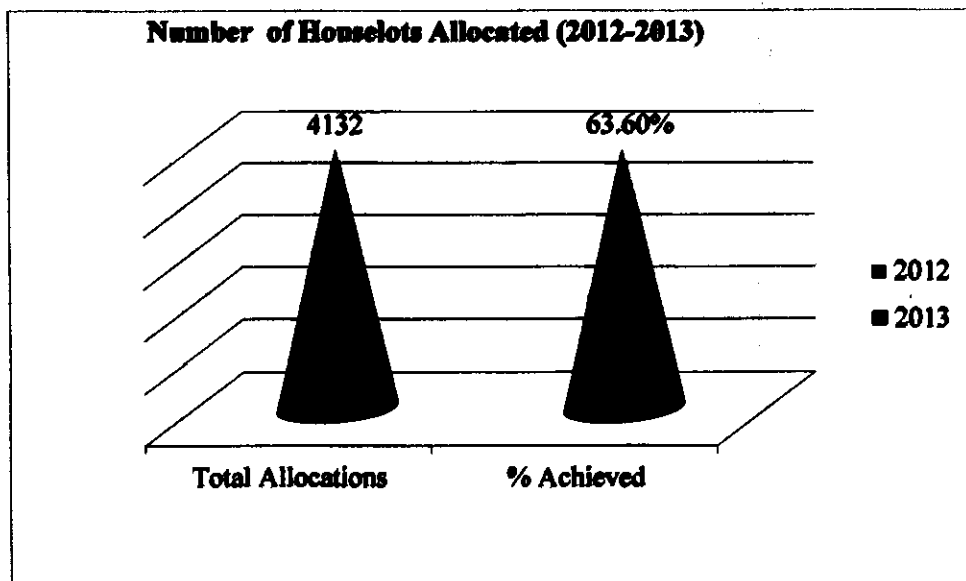


Chart 8

(d) Processing of Transports/Titles

Years	Target	No. of Title Processed	% of Target Achieved	% of Target Achieved
2012	6500	4681	72%	28% not achieved
2013	5000	5326	106.4%	Surplus 6.5%

Table 9: Comparison of targets set and percentage of targets achieved for years 2012 and 2013.

In 2012, the Conveyance Unit did not meet the target due to shortage of some resources and the time frame for the completion and finalization of the surveys and cadastral plans. By comparison, the Unit exceeded the target by 6.5% in 2013.

(e) Distribution of Transports/Titles

Table 10 - TRANSPORTS AND TITLES DISTRIBUTED FOR THE PERIOD 2012-2013				
Years	Targets	No. of Titles Distributed	% of Target Achieved	% of Target not Achieved
2012	3500	2577	73.6%	26.4%
2013	4080	3643	89.2%	10.8%

The above table shows that in 2012 less transports and certificates of title were distributed, as a result of matters being delayed at the various Registries and allottees not paying the full cost for house lots in a timely manner. The processing of transports and titles commences when an allottee pays 50% of the cost of the lot along with the Conveyance Fee; the allottee uplifts the title or transport on full payment of the cost of the lot. In 2013, one thousand and sixty-six more titles were distributed than in 2012.

2.1.4 Miscellaneous Matters

(a) Letters of Assurance

Table 11 - Letters of Assurance Issued for the period Jan-Dec 2013	
Banks	No. of Letters Issued
New Building Society	224
Republic Bank	140
Demerara Bank	6
Guyana Bank for Trade and Industry and Commerce	30
Citizen's Bank	39
Bank of Nova Scotia	12
Hand In Hand Trust	1
Small Business Development	1
TOTAL	453

For the period under review, a total of four hundred and fifty-three (453) Letters of Assurance were prepared and dispatched to seven (7) Banks and one (1) to a Micro Financing Agency to enable the processing of loans for allottees to commence house construction. The highest number of letters was issued to the New Building Society.

(b) Partnership with Construction Companies and Hardware Suppliers

Table 12

Name of Companies	No. of Letters Issued
Trinidad Cement Limited	78
Toolsie Persaud Limited	74
National Hardware Limited	70
Harris Paints	27
TOTAL	249

CHPA continued to partner with the Private Sector to enable citizens to move from allocation of lots to home ownership, and in this regard, signed Memoranda of Understanding with several companies, including Trinidad Cement Limited (TCL), Toolsie Persaud Limited (TPL), National Hardware Limited (NHL) and Harris Paints (Guyana) Limited for allottees to benefit from special concessions on construction materials.

A total of two hundred and forty nine (249) letters were issued to allottees to purchase building materials for house construction at reduced prices. The majority were given letters to benefit from the twenty percent (20%) discount available at Trinidad Cement Company.

(c) Backlog/Out of Order of transports/titles

The Unit continued to focus its attention on eliminating the out of order Transports and Certificates of Title. It is to be noted that some of the issues that created the out of orders were use of power of attorneys, departments requesting the conveyance to be placed on hold and allottee(s) to re-sign and submit supporting documents and/or failure of allottee(s) to respond to notices sent. In 2013, approximately 245 out of order matters were cleared with the remaining to be cleared in 2014.

(d) Backlog of Transports and Certificates of Title

There was a sizeable backlog of Certificates of Title awaiting signature at the Land Registry. This backlog was addressed with the Registrar of Lands and is likely to be cleared in 2014.

(e) Cancellation of Transports and Certificates of Title

The Unit continued to process the cancellation of Transports and Titles for allottee(s) who were refunded, reallocated, or whose lands were repossessed. In 2013, ninety-six (96) were submitted for cancellation and eight (8) Orders were received from the Court for cancellation. The Unit employed various strategies to resolve this issue and in some cases success was realized.

(f) Application for Loss Grosse Transports and Titles

Table 13: LOSS GROSSE APPLICATIONS MADE BY REGION		
Regions	Areas	No. of Applications
5	Waterloo	2
5	Experiment	3
5	Zorgenhoop	1
PRIVATE LOSSE GROSSE APPLICATION MADE BY ALLOTTEES		
Areas		No. of Private Applications
Block 1 Pln. Great Diamond		1
Sec 'C' Blk 'X' Great Diamond		1
Sec 'B' Blk 'X' Great Diamond		2
Pln. Clonbrook		1
Track A Good Hope		1
Meten-Meer-Zorg (Ocean Garden)		1
Area 'C' Montrose		2
Total		15

(g) Updating and tracking systems

The Unit continued to update the LMS and property registers, in real time and addressed the backlog of areas not inputted/updated. In addition, the Officers of the Unit continued to input information on a daily basis, while attending to the allottees who would have approached the Agency to process or uplift their Transports or Certificates of Title.

(h) Requests for rectification, cancellation

The Unit continued to process requests made by allottees for addition/deletion/change of name(s), disposal/transfer of property and vesting estate of deceased person (s), for transports and certificates of title.

TYPE OF REQUEST	NUMBER APPROVED
Addition of Name	10
Deletion of Name	12
Transfer of Property	10
Vesting of Property	8
Change of Name	2

2.2 COMMUNITY DEVELOPMENT DEPARTMENT

2.2.1 Strategic Objectives for 2013

1. Community Participation - supporting long term Community Development through training community leaders and NDC officials, implementing community demonstration projects and increasing community participation in decision making by facilitating community meetings.
2. Squatter Regularization - facilitating increased security of tenure through the allocation of house lots to persons in areas under regularization, as well as through processing and distribution to titles.
3. Second Low Income Settlement Programme - selection of beneficiaries for the Core House, Home Improvement and Hinterland Pilots, as well as the Sanitation Project, monitoring of participation by beneficiaries; occupancy of the houses by beneficiaries and other social aspects associated with implementation of the three pilots.

2.2.2 Targets and Achievements for 2013

COMPONENTS	EXPECTED END OF YEAR RESULTS	ACHIEVEMENTS FOR 2013	PERCENTAGE OF YEARLY TARGET ACHIEVED
Community Participation	20 Community-wide meetings held, with 8 communities, with at least 20 persons in attendance at each meeting	24 meetings convened	120%
	28 Community leaders receive training and mentoring	36 community leaders trained and mentored	132%
	3 NDC officials receive support in relation to strengthening relationships with communities	4 NDC officials received support	133%
	3 community Engagement Projects Implemented	3 projects implemented	100%
Settlement Regularization	1. 1,000 lots allocated	613 lots allocated	61.3%
	2. 500 Titles processed	575 Titles processed	104.5%
	3. 580 Titles distributed	403 Titles distributed	69.5 %

Core House Pilot	Select/recommend beneficiary families for the construction of 139 core houses	Beneficiaries selected for 127 core houses	91.4%
Home Improvement Subsidy Pilot	Disburse 200 Home Improvement Subsidies	153 subsidies disbursed	76.5%
Hinterland Pilot	100 subsidies disbursed in Regions #1 and 9	130 subsidies disbursed	130%
Sanitation Improvement Project	150 Septic Tanks Constructed	216 septic tanks constructed	144%

1. Community Participation

For the Community Participation Component, there were four deliverables; these were met or exceeded. A total of twenty-four (24) community-wide meetings were held in Regions 1, 3, 4, 5, 6 and 10, with an average attendance of at least 25 persons per meeting. There was generally greater participation by females over males, in these meetings.

Regarding capacity building of community leaders, a Draft Training Manual was prepared by the department with support from a Canadian Intern; six Community Development Facilitators, one Research Assistant, two Land Allocation staff and one Settlement Planning staff were trained via a Train the Trainers workshop, in the application of the Manual. The sessions were facilitated by the Senior Community Development Officer and the Director, Community Development.

For the period under review, a total of thirty-seven (37) community leaders from Sophia D, Cummings Park, Block F Sophia, Mocha/Arcadia, Cane View and Barnwell North, received training, coaching and mentoring facilitated by the Department. Four members of the Mocha/Arcadia NDC also received this type of technical assistance.

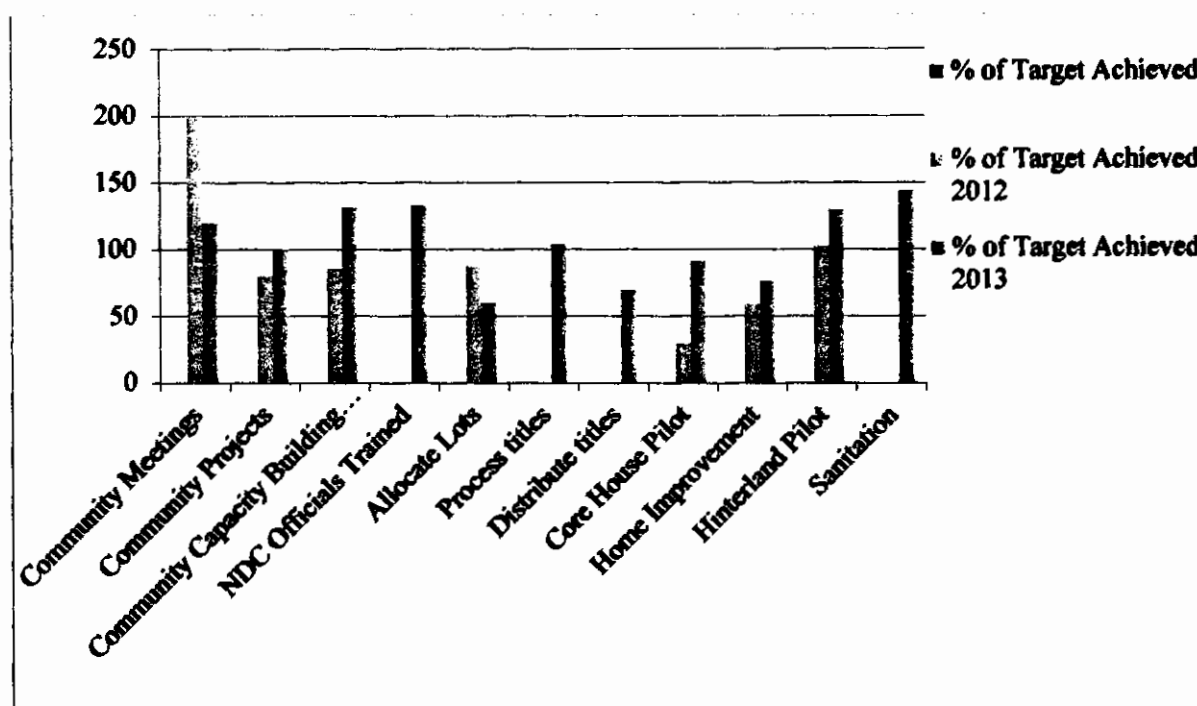
Three community development projects were completed in three communities across Regions 4, 6, and 9. At Block XXX Non Pariel, a playground upgrade project was implemented; a Community Policing Group was established at Ordnance/Fortlands, and at Tabatinga, bleachers were constructed on the community playground. These projects were all selected and implemented in accordance with the priorities identified in the Community Development Plan with the Department providing technical guidance.

2. Squatter Regularisation

Regarding allocation of lots to persons in areas under regularization, 61.3% of the 2013 target of 1,000 was achieved. Lots were allocated in Regions 3, 4, and 6. Progress in this component was affected primarily by the significant delays in the completion of surveys.

The target of 500 titles processed was exceeded by 4%, while 69.5% of the targeted 580 titles distributed were achieved. Despite efforts by the department to increase the number of persons in areas under regularization uplifting their titles, this target was affected by the slow rate of payment from allottees; allottees in occupation of regularised lots are usually slow in completing payment for their lots.

2.2.3 Evaluation of Performance (Comparison with performance in 2012)



Generally, the department's performance improved in 2013 over 2012. Targets were exceeded for 6 of the 11 output areas in 2013, and overall, higher percentages of the planned targets were achieved for all components, with the exception of the allocation of lots in areas under regularization, and facilitation of community meetings. In relation to the community meetings, the department exceeded its target for both periods (200% in 2012 and 120% in 2013). Regarding the allocation of lots in areas under regularization, the non-completion of cadastral surveys adversely affected achievement of this target.

The improvement in the department's performance was due, in part, to the addition of one Community Development Facilitator, and revision of some processes to allow for greater efficiency. Additionally, team members in the department consistently worked longer hours (evenings, weekends and holidays) in an effort to meet the targets.

2.3 PROJECTS DEPARTMENT

2.3.1 Strategic Objectives for 2013

The Projects Department is charged with the responsibility for the design and implementation of civil engineering works to provide infrastructure for the development of sub-divisions for residential, commercial and industrial purposes, in accordance with International Engineering Design Manuals and the National Procurement Act.

During the year 2013, the Projects Department implemented the following programmes with the view of achieving its strategic objectives. These programmes include:

1. Infrastructure Development and Building Programme
2. CHPA Funded Programme

1) Infrastructure Development and Building Programme

The Infrastructure Development and Building Programme was funded by the Ministry of Finance, through the National Budget. For 2013, the budgetary allocation was 1.9 billion Guyana dollars (G\$1.9 bln).

Table 2.3.1 below shows the distribution of the budget across the main activities of the programme.

Table 2.3.1: Budget by Programme Activities

Item	Project Activity	Budget
1	Construction of RDS&PWDN	1,020,000,000
2	Installation of Electrical Infrastructure	204,000,000
3	Land Clearing and Land Leveling	169,075,225
4	Upgrading of Roads	506,924,775
	Grand Total	1,900,000,000

The programme entailed:

- Construction of Roads, Drains, Structures and the Installation of the Pure Water Distribution Network (RDS&PWDN) in five new areas. The development of new areas in some instances required land preparation, clearing and leveling.
- Upgrade of Roads in seven existing areas
- Installation of electrical distribution networks in five specific areas and section(s) from Eccles to Diamond.

Appendix 2.3.1 shows details of this programme.

2.3.2 Targets and Achievements

- **Construction of RDS&PWDN**

For this component of the programme, five areas were listed for development at the budgeted amount of G\$1.02 Bln.

Location	Budget	Actual
Georgetown	250,000,000	501,012,117
San Fernando	150,000,000	450,000,000
Light on Rust	100,000,000	101,000,000
Orinoco	50,000,000	50,000,000
Providence	470,000,000	378,997,882
	1,020,000,000	1,481,010,000

Engineering designs and procurement of the works were completed for all of the areas. The works commenced and the amount of works completed exceeded the budgetary allocation in four out of the five areas as shortage of construction material (crusher run), affected the rapid progress at Providence where only 80% of the planned target was achieved.

However, a total of G\$1.492 Bln was certified for works completed which represents an expenditure of 46% above the target.

- **Installation of Electrical Infrastructure**

This component of the programme involved the installation of poles and electrical line hardware (conductors, transformers etc) to enable residents to have access to electricity in areas as detailed in appendix 2.3.1 at the budgeted amount of G\$204 Mln.

The usual provider of this service, Guyana Power and Light Incorporated, could not execute this aspect of the programme and as such, none of the works were done and by extension, none of the areas were electrified.

As such, the infrastructure development and building programme was revised and the funds were reallocated to other works.

- **Land Clearing and Land Leveling**

This aspect of the programme is actually a prerequisite of the development of new areas which fall

Location	Budget	Actual
Georgetown	100,000,000	100,000,000
San Fernando	70,000,000	70,000,000
Light on Rust	50,000,000	50,000,000
Providence	84,000,000	84,000,000
	304,000,000	304,000,000

within construction of RDS&PWDN. The budgeted amount of G\$169 Mln for works in the four areas was also exceeded. A total of G\$180 Mln was expended which represents an expenditure of 6.5% above budget.

- **Upgrading of Roads**

Of the seven areas under the programme for upgrading of roads, works commenced on all of the areas.

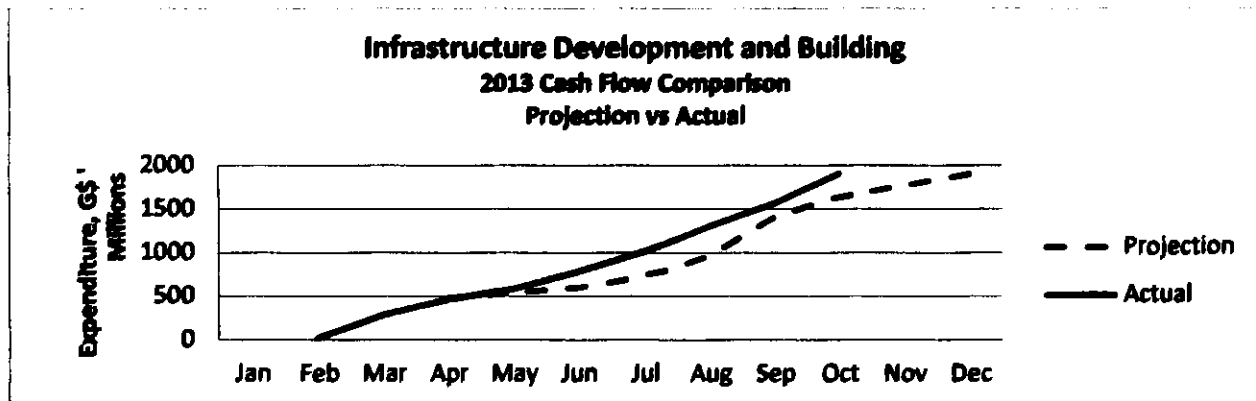
Location	Budget	Actual
Bartica	18,924,775	7,534,538
No. 79 Village	43,000,000	4,420,103
Providence	200,000,000	156,806,982
Tain	20,000,000	-
Westminster, Ondemeering & Recht Door Zee	225,000,000	59,785,554
	506,924,776	228,547,177

However, the national shortage of construction material (crusher run), significantly affected the works resulting in only 45% of the budgeted amount being expended.

Evaluation of Performance

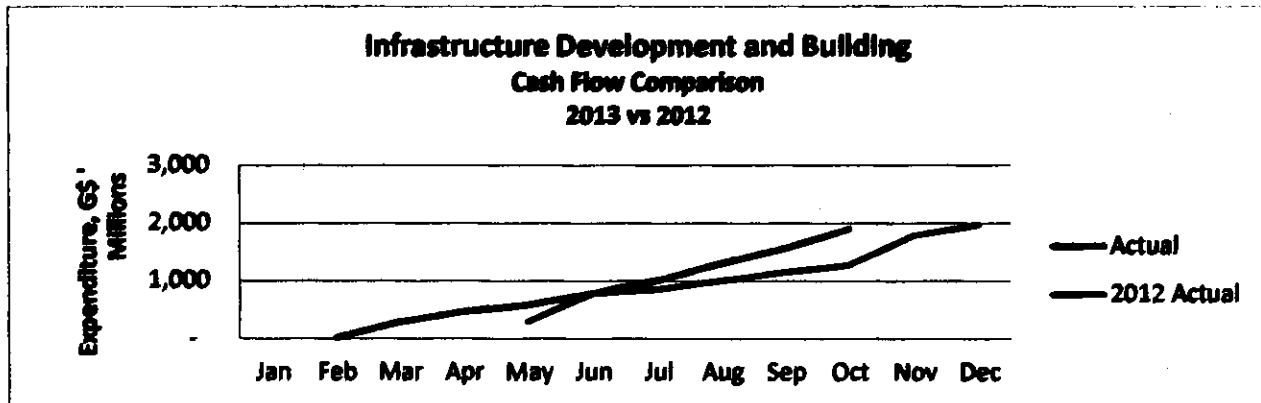
Comparison of the performance of the current period against that of the previous period, is shown in the graphs below:

Graph 2.3.3.1: 2013 Cash Flow Comparison: Projection vs Actual



The cash flow projection for the reporting period showed that the budgetary allocation was expected to be achieved during the last month of the year. However, the budget was actually achieved in October of 2013, which is equivalent to an early completion of the programme of two months or approximately 17 percent.

Graph 2.3.3.2: Comparison of Actual Cash Flow: 2013 vs 2012



Despite the budgets for the current and previous periods being quite similar, G\$1.99 Bln (2012) and G\$1.9 Bln (2013) respectively, the programme for the former period required all of the time available, while that for the latter period was completed in approximately 83% of the time as previously mentioned.

Though the funds for electrical works had to be redirected to the other components of the programme, the programme can be viewed as a success since it was completed ahead of schedule and the regional distribution

Region #	Budget	Actual
2	500,000	500,541
3	300,000	196,518
4	1,300,000,000	1,641,000,000
6	600,000	400,100
7	1,000,000	700,000
10	1,000,000	-
Grand Total	1,900,000,000	1,998,159

of resources was maintained; the only exception being Region #10 since only electrical infrastructure was catered for in this region.

2) CH&PA's Funded Programme

Due to the magnitude of infrastructure development works undertaken by CHPA, the CHPA provided the funds necessary to continue the contracts under the infrastructure development and building programme, as well for works undertaken by the CHPA.

Table 2.3.2 below shows the summary of activities and the associated expenditure of the programme:

Table 2.3.2: Activities and associated expenditure

Item	Project Activity	Expenditure
1	Associated Water Works	70,864,954
2	Parliament Square	5,608,101
3	Land Preparation Works	57,243,850
4	Construction of Turnkey Houses	229,188,354
5	Construction of Roads and Bridges	2,469,966,638
6	Upgrading of Roads	649,544,967
7	Miscellaneous Works	40,590,541
	Grand Total	3,523,007,405

Targets and Achievements

- **Water Distribution Networks**

This component of the programme involved bore holes (wells) and transmission and distribution mains.

For 2013, two bore holes were under the programme. At the first location Westminster, the defects liability period came to an end and as such, the retention payment was released. The second location was Block EE Eccles where progress payments were made against works certified by GWI.

For the transmission and distribution mains, works were executed at five locations namely, Zeelugt, Belle West, Good Hope, Wisroc and Kwakwani.

- **Parliament Square**

Parliament Square site was completed and officially opened in December of 2012. Expenditure during the reporting period was for retention payments for various works associated with the fountain, lawns, plants and fence.

- **Land Preparation Works**

Land preparation activities were executed at the following locations:

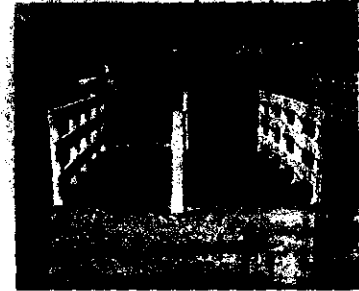
- Onderneeming Essequibo
- Lust En Rust
- Zeelugt
- Zeeburg/DeWillem
- Providence
- Farm
- Perseverance

➤ Bartica

• **Construction of Roads and Bridges**

This component was quite significant since it accounted for approximately 70 percent of the CHPA funded programme.

The timber access bridge at Zeeburg/DeWillem was completed while works commenced on the timber footbridge at Meten Meer Zorg. At Parfaite Harmonie, works continued on the reinforced concrete bridge.



Road construction works continued in the following areas:

- Region #3 – Uitvlugt, Zeelugt, Zeeburg, Parfaite Harmonie and Schoon Ord
- Region #4 – Eccles, Peter's Hall, Providence, Mocha, Perseverance, Herstellng, Farm, Covent Garden, Success and Enmore
- Region #5 – Hope/Experiment
- Region #6 – Ordnance Fortlands, Kilcoy/Chesney and Bloomfield
- Region #7 – 5 miles Bartica

• **Upgrading of Roads**

This aspect of the programme accounted for approximately 18 percent of expenditure. The regional spread of upgrading works is shown below:

- Region #3 – Uitvlugt, Tuschen, Anna Catherina, Schoon Ord, Parfaite Harmonie, Westminster, Onderneeming and Recht Door Zee.
- Region #4 – Golden Grove, Great Diamond, Providence, Sophia, Better Hope, Lusignan, Mon Repos, Good Hope, Non Paniel, La Bonne Intention, Enterprise, Foulis and Enmore.
- Region #6 – Ordnance Fortlands, Tain and No. 79 Village
- Region # 10 – Wisroc

The two areas completed during the reporting period were Ordnance Fortlands and Great Diamond.



Upgraded Road at Ordnance Fortlands



Upgraded Road at Great Diamond

Evaluation of Performance

The volume of works executed with CHPA funds were spread across 8 of the 10 administrative regions for the amount of G\$3.5 Bln in accordance with the tables below:

Table 2.3.3.1: Monthly Expenditure

Month	Expenditure
Jan	186,813,685
Feb	303,700,092
Mar	363,946,564
Apr	316,539,267
May	286,233,788
Jun	131,112,466
Jul	243,950,727
Aug	246,641,823
Sep	212,912,221
Oct	318,862,217
Nov	416,748,203
Dec	495,546,352
Grand Total	3,523,007,405

Table 2.3.3.2: Expenditure by region

Region #	End of Year Expenditure
2	3,625,950
3	756,442,846
4	1,944,797,312
5	137,907,733
6	570,516,133
7	51,111,678
10	58,605,753
Grand Total	3,523,007,405

2.3.2 Miscellaneous Works

Various works were undertaken, including engineering surveys, geotechnical investigations, relocation of utility poles, emergency drainage works and upgrading works at the CHPA main office.

In terms of output the table shows details of works completed:

Category	Achievements
Upgrading of Roads, km	52
Construction of Roads, km	111
Installation of Water Mains, km	92
Construction of Bridges/Culverts	549

2.4 MONITORING AND EVALUATION UNIT

2.4.1 Strategic Objective

The Monitoring and Evaluation Unit supported operational efficiency of CHPA through the development and implementation of a functional results-based M&E system.

The M&E Unit was established in October, 2011 to enable the CHPA to begin a process of continuous monitoring and evaluation to assess the performance, impact, successes and sustainability of its housing programme.

2.4.2 Targets and Achievements

The Unit's work plan activities focused primarily on the following:

1. **Compilation of information on individual schemes.** The Unit initiated an in-house data collection exercise on all housing schemes established from year 2000. This activity also included an ongoing field audit exercise for which the following work activities were completed:
 - a. Data collection instruments for acquisition of baseline data at the parcel and scheme levels. The data collected provided baseline information to conduct outcome and impact evaluations of the housing programme, to address the current gaps in the Agency's information system;
 - b. A compiled list of priority housing areas for execution of field audit exercises and monitoring and evaluation activities;
 - c. Data collection exercises were commenced in the housing schemes;
2. **Preparation and design of a results-based M&E framework for the CH&PA** as a pilot exercise linking work programme elements to performance indicators and targets and results. This was an initiative undertaken as preparatory work to facilitate the M&E consultancy. As part of the preparatory work, the Unit also prepared a logical framework for the five-year Strategic outlook of CH&PA, using the results-based M&E approach.
3. **Management of M&E consultancy.** The Unit was actively involved in the start-up and management of the M&E Consultancy. In this regard, the Unit completed the following:
 - a. Review of evaluation criteria and Terms of Reference for the M&E Consultancy;
 - b. Evaluation of submissions for the M&E consultancy and the evaluation report for submission to IDB;
 - c. Supported M&E Consultant by providing necessary documentation, holding discussions on the work activities of the CH&PA and coordinating meetings and sessions with key staff.

- d. Provision of feedback to the Consultant on following deliverables under the Consultancy
 - i. Needs Assessment report;
 - ii. M&E Strategy and toolkit;
 - iii. Roadmap for implementation of M&E system;
 - iv. M&E training plan for the agency.

4. Implementation of M&E system. As part of M&E consultancy, the Unit was actively involved in coordinating activities related to:

- a. Development of performance indicators. To complement this key aspect of the M&E framework to ensure its functionality, the Unit reviewed robustness of the selected indicators through the development of proper definitions.
- b. Selection of baseline year and baseline data collection. Year 2011 was selected as the baseline and the required baseline data was compiled where it existed.
- c. Identification of Monitoring Focal Persons of Departments/ Units. Meetings were convened with the Monitoring Focal Persons to provide support to the Departments/Units in order to address data gaps or inconsistencies and constraints;
- d. Standardization of data collection methods and routine data collection on indicators. Routine data collection using the standardized Planning & Performance Monitoring Forms was initiated in October 2013, after the completion of the M&E consultancy.

- *Linking of GIS and M&E-* As part of the monitoring activity, particularly the monitoring of occupancy and also for conducting evaluations, the use of GIS to conduct spatial and temporal analysis would be done. In this regard data entry in SSPS from field surveys of occupancy and living conditions were commenced to facilitate the creation of dbase files for export into GIS.

The Roadmap developed under the M&E Consultancy provided guidance to the work of the Unit in the implementation of the M&E system to monitor the performance of the Agency. The M&E system developed for the CH&PA was based on the Agency's Strategic Outlook (2012-2016). The Strategic Outlook detailed not only the housing programme to be implemented during the five-year period, but also the mechanism to improve the efficiency of the Agency in implementing its housing programme. Further, it also addressed the issue of land use planning and management as part of the legislative mandate of CH&PA, under the Town and Country Planning Act. The M&E system for CH&PA was therefore streamlined along the following components:

- a. Housing
- b. Land use planning and management
- c. Institutional Strengthening

The table below provided a status update of the M&E roadmap detailing the progress of implementation of the CH&PA's M&E system.

2.4.3 Evaluation of Performance

Table 9: Roadmap (Status of implementation of M&E System)

PHASE 1: (April 2013 – July 2013) <i>Preparation: System Design and Budget.</i>					
Components	Activities	Expected Results	Achievements	Remarks	
1	Information Technology	Inventory of the IT hardware/software to determine M&E IT needs and capabilities of current MIS.	Designed of New IT modules incorporated performance indicators.	In progress	Activity being addressed under the on-going MIS consultancy.
2	Human Resources	<ul style="list-style-type: none"> ▪ Identify staff to be trained as Monitoring Focal Point Persons ▪ Select CHPA staff for training in use of M&E toolkit ▪ Inventory of CHPA staff to determine the level of existing M&E knowledge in the organization. ▪ Recruitment of staff for new M&E Unit. 	<p>Staff member from each Department/ Unit identified to function as M&E liaison and focal point within each department/Unit.</p> <p>Selected staff trained</p> <p>Questionnaires survey completed and analyzed.</p> <p>Additional M&E staff recruited</p>	<p>Completed.</p> <p>Completed.</p> <p>Completed.</p> <p>Completed.</p>	<p>All Managers, Monitoring Focal Persons and M&E staff were trained in use of toolkit.</p> <p>One of the staff was re-assigned from within the CH&PA.</p>
3	Review Meetings	<p>Convene meetings with Department/ Unit Heads to:</p> <ul style="list-style-type: none"> ▪ Select key performance indicators; ▪ Agree on the data collection forms and reporting formats. 	<p>S.M.A.R.T. indicators and targets selected</p> <p>New data collection system and reporting formats in use.</p>	<p>Completed.</p> <p>Completed.</p>	
4	M&E Training	Complete training of key personnel in Project Cycle management.	Managers, Monitoring Focal Persons and M&E staff trained in PCM.	Completed.	
5	Budget	Prepare a multi-year (4 years) M&E budget	Annual M&E budget prepared	In progress	

PHASE 2: (August 2013 – October 2013)					
<i>Preparation: Training and Technology</i>					
Components	Activities	Expected Results	Achievements	Remarks	
1 M&E Training	<ul style="list-style-type: none"> ▪ Conduct basic M&E training in the use of M&E toolkit. ▪ Administration and maintenance training of M&E database for IT staff. ▪ Application of new M&E training by staff 	Staff completed training in: <ul style="list-style-type: none"> ▪ Introduction to M&E. ▪ Development of indicators. ▪ Use of the new Forms IT staff completed training. Indicators at all levels being tracked	Completed. Incomplete. On-going	Activity dependent on the completion of upgrade of existing database and design of new IT modules.	
2 Information Technology	Train M&E Focal Point Persons to use the upgraded IT system	Upgraded IT system in use	Incomplete	Upgrade of existing database and design of new IT modules in progress.	
PHASE 3: (From October 2013)					
<i>Operationalizing the M&E System</i>					
Components	Activities	Expected Results	Achievements	Remarks	
1 Monthly Progress Report	Submit Monthly Progress Report discussing progress of other Depts./Units.	Monthly Progress Reports	Incomplete	Definition of some indicators being finalized.	
2 /Monthly ME Unit meeting	Discuss data, select indicators & targets		Ongoing		

2.4.4 Other work activities

1. Review of housing indicators for reporting progress under the PRSP.

For the period under review, the Unit was actively involved in revising the housing indicators to facilitate collection and interpretation of data for monitoring and reporting under the PRSP. In this regard, the Unit completed the following:

- a. Clarified definitions of housing indicators.
- b. Prepared documentation on the process of data collection, analysis and reporting on the indicators.
- c. Assisted in revising the Programme Performance Statements (PPS) for the Housing and Water Sectors.

2. Coordination of all monitoring and evaluation activities related to LIS 11 programme.

- a. Provided input in the research, design and methodology for core houses for evaluation purposes.
- b. Assisted in completing the M&E aspects of the Annual Operation Plan (AOP) and the Semi- Annual Report (SAR).

2.4.5 Miscellaneous matters

Training - organized M&E training of managers and key staff within the Agency as a critical factor for the successful implementation of the monitoring and evaluation function within the CH&PA.

2.5 HUMAN RESOURCES DEPARTMENT

2.5.1 Strategic Objectives for 2013

The strategic objectives for the Human Resource Department were to continue to effectively manage the most important asset, which is the human resource element of the Central Housing and Planning Authority. Recruiting the most suitable staff for the company and training were vital. Also to provide centralized services and to effectively handle employee benefits and formulate policy in conformity with employment law with respect to recruitment, selection, discipline, retention, retirement, resignations and termination of employment.

2.5.2 Activities

1. Staff Complement

The year 2013 commenced with staff strength of one hundred and forty-nine (149) employees and concluded with one hundred and sixty-four (164).

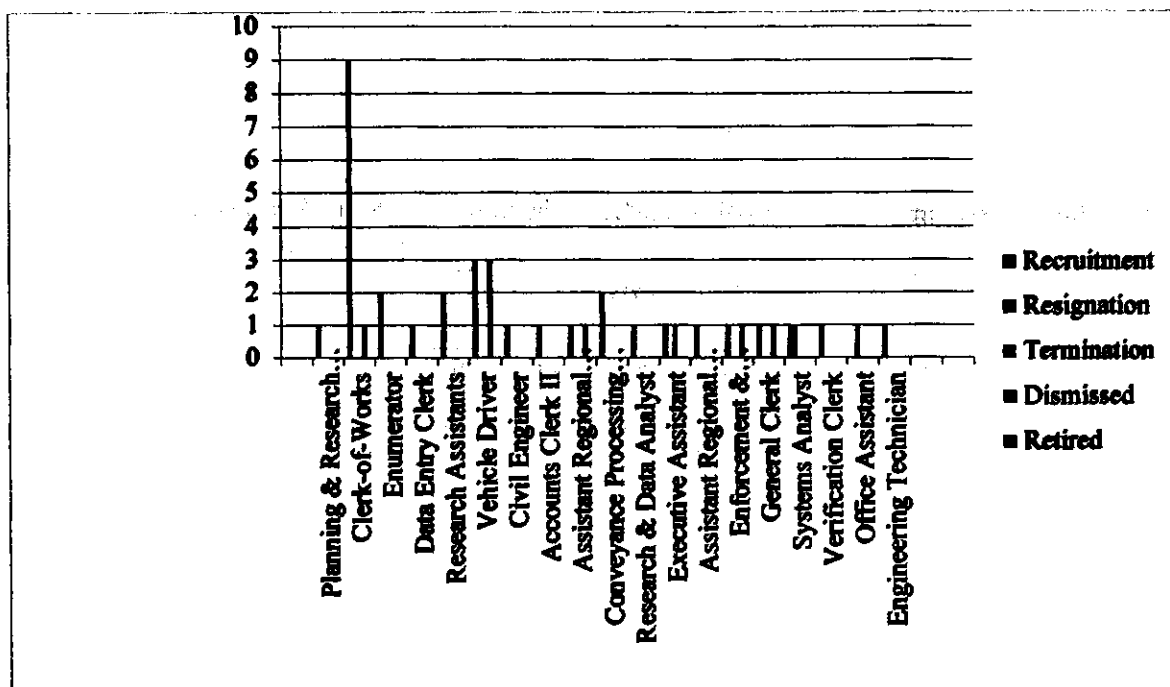
Staff Categories	January 2013		December 2013	
	Filled	Vacant	Filled	Vacant
Category 'A' Administrative (101)	8	1	8	0
Category 'B' Senior Technical (102)	16	4	17	3
Other Technical & Craft Skilled (103)	60	8	72	10
Clerical & Office Support (104)	50	19	52	17
Semi-Skilled Operatives & Unskilled Labourers (105)	15	3	15	2
Total	149	35	164	32

The staff changes that occurred during the period under review are illustrated in the table and graph.

Position	Recruitment	Resignation	Termination	Dismissed	Retired
Planning & Research Assistant 1	1				
Clerk-of-Works	9			1	
Enumerator	2				
Data Entry Clerk	1				
Research Assistants	2				
Vehicle Driver	3			3	
Civil Engineer	1				
Accounts Clerk II	1				
Assistant Regional Housing Officer, Reg # 3	1			1	
Conveyance Processing Data Entry Clerk II	2				
Research & Data Analyst	1				
Executive Assistant	1		1		
Assistant Regional Housing Officer, Reg # 2	1				
Enforcement & Investigative Officer II	1			1	
General Clerk	1			1	
Systems Analyst	1	1			
Verification Clerk	1				
Office Assistant		1			
Engineering Technician	1				
Total	31	2	1	7	0

- Recruitment-31
- Resignation- 2
- Termination- 1
- Dismissal- 1

The agency did not experience large staff turnover, which can be attributed to the measures that were in place to discipline employees who were in breach of the Authority's rules and regulations, while promoting good relationships between management and staff.



2. Appointments

During the period under review, three employees were appointed to new positions and one was re-designated as indicated hereunder:

Name of Officer	Previous Designation	Present Designation	Date of Change	Status
Ceola Moseley	Research Assistant	Community Development Facilitator	01/03/13	Appointed
Lester Kitt	Enforcement & Investigative Officer 1	Enforcement & Investigative Officer II	01/07/13	Appointed
Penelope Edinboro	Human Resource Officer II	Senior Human Resource Officer	26/-9/13	Appointed
Romona Alphonso	Community Development Facilitator	Assistant Regional Housing Officer, Reg # 10	13/03/13	Re-designated

3. Training and Development

To increase productivity and build capacity, employees at all levels in the organization participated in external and internal training as indicated hereunder:

Name of Training Programme	Institution/Organisation	No of Employee (s) attended
Community Disaster Preparedness	St Kitts Nevis	1
Participatory Approach for Safe Shelter Awareness	Civil Defence Commission	1
Building materials and methods of septic tank construction	In-house	21
Investigations and Intelligence Gathering	University of Guyana (IDCE)	2
Development of Land Use Planning Project	Guyana Lands & Surveys Commission	2
Diploma in Micro Computer Studies	Computer World	2
Support for HIV persons	Ministry of Health/National Aids Programme Secretariat	1
Project Cycle Management	In-house	20
Introductory to GIS	In-house	14
Community Based Mapping (online)	Colorado State University	2
Participatory Monitoring and Evaluation (online)	Colorado State University	1
Land Resources Management	University of Guyana	8

2.5.3 Evaluation of Performance (Comparison with previous periods)

During the year 2013, seventy-five (75) employees were trained in comparison to fifty-five (55), during year 2012.

Training and Development 2012

Name of Training Programme	Institution	No of Employee (s) attending
MBTI-Myers-Briggs Type Indicator, Conflict Management, Customer Service and Presentation Skills.	In-House	36
Customer Service	In-House	9
Train the Trainers in Community Capacity Building Training	In-House	12
"Managing Corporate Events"	Arthur Lok Jack, Graduate School of Business	1
Principles of Human Resource Development Module I	Public Service Ministry	3
Customer Service Promoting the right image	Public Service Ministry	3
Principles of Human Resource Development Module II	Public Service Ministry	3

2.5.4 Miscellaneous Matters

During the reporting period, employees took time off to observe the National Holidays and to recognize the contributions of the Secretaries and Women to the agency

1. In observance of International Women's Day, the females of the agency were presented with gift vouchers, corsages and chocolates, on **March 8, 2013**.
2. The Ministry observed Phagwah with a cultural programme, where the staff were entertained and educated on the origin and significance of the Holi on **March 26, 2013**.
3. The Ministry observed Easter with a cultural programme on **March 28, 2013**, where the Rev. Raphael Massiah was the guest speaker.
4. In recognition of Administrative Professionals Week, eight Secretaries were presented with gift vouchers and floral arrangements, on **April 25, 2013**.

5. In recognition of World Blood Donor Day, twenty-five employees were processed however, only nineteen employees were eligible to donate blood during the donation exercise which was conducted on **June 21, 2013**.
6. In commemoration of the 175th anniversary of Emancipation, the Ministry hosted a cultural programme with drumming by the Hebrew family of Guyana and dances by the National Dance Company on **July 31, 2013**.
7. Amerindian Heritage month was observed with a cultural event with dances, poems and songs by various Amerindian groups on **September 28, 2013**.
8. In recognition of Breast Cancer Awareness month, the agency observed "Go Pink" Day where employees were attired in something "pink" in support of persons living with the disease, on **October 18, 2013**.
9. In observance of World Diabetes Day, the agency observed "Think Blue, Wear Blue" where employees were attired in blue on **November 14, 2013**.
10. The Ministry welcomed the festive season with the Annual Christmas Tree Lighting on **December 13, 2013**.

2.6 Management Information Systems

2.6.1 Strategic Objective

The MIS department is responsible for providing computer and technology related support to all CH&PA departments. This support involves analyzing each department's hardware, software and communication needs and providing solutions that will not only benefit the department and enhance its' ability to function, but to incorporate these needs into a comprehensive solution that will benefit the Organisation as a whole.

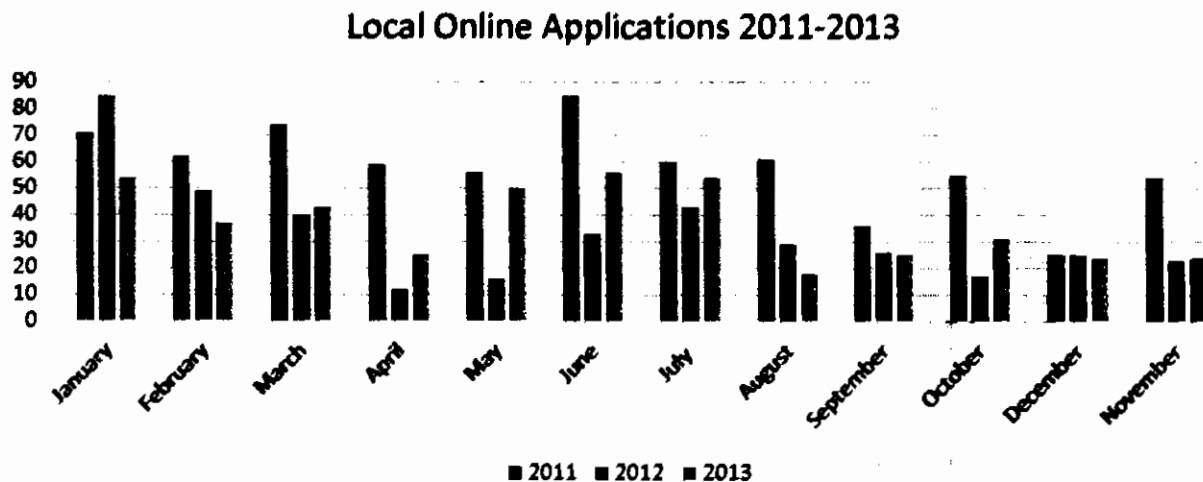
2.6.2 Activities

CH&PA's E-Business

CH&PA website

The Central Housing and Planning Authority through its MIS department made several critical services available through its website (www.chpa.gov.gy), which allow users to, inter alia, apply online (local residents and remigrants), check their online application status, and make house-lot related enquiries. The website also serves as a key medium of information, allowing users to gain access to housing related information, such as news, photographs, and videos.

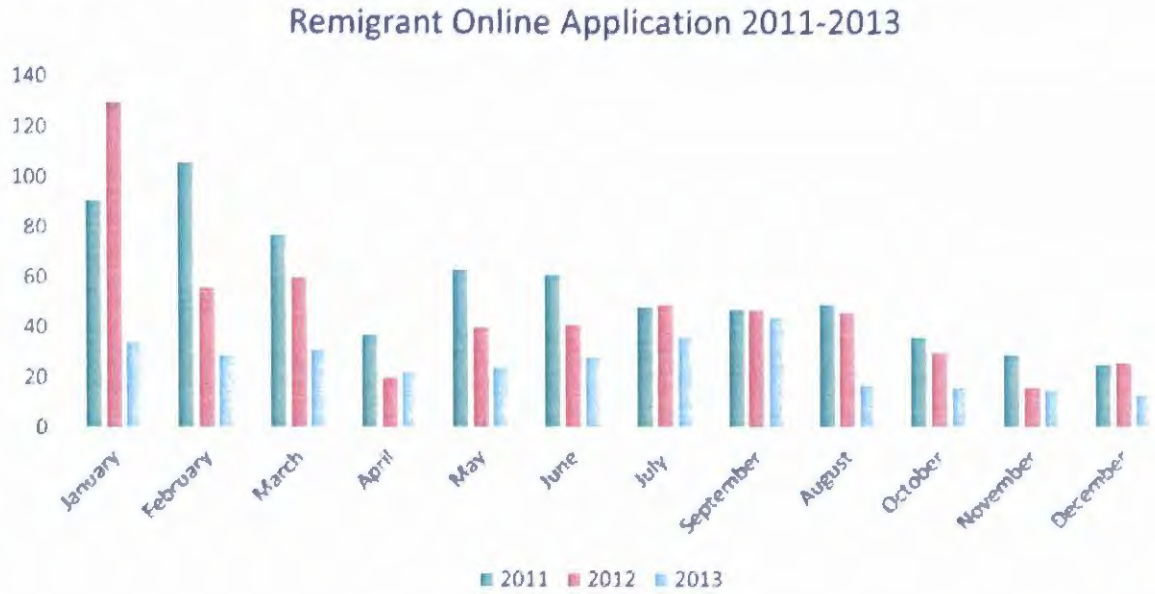
In 2013, 441 local online applications were made, enabling 441 customers to save a trip to a CH&PA office.



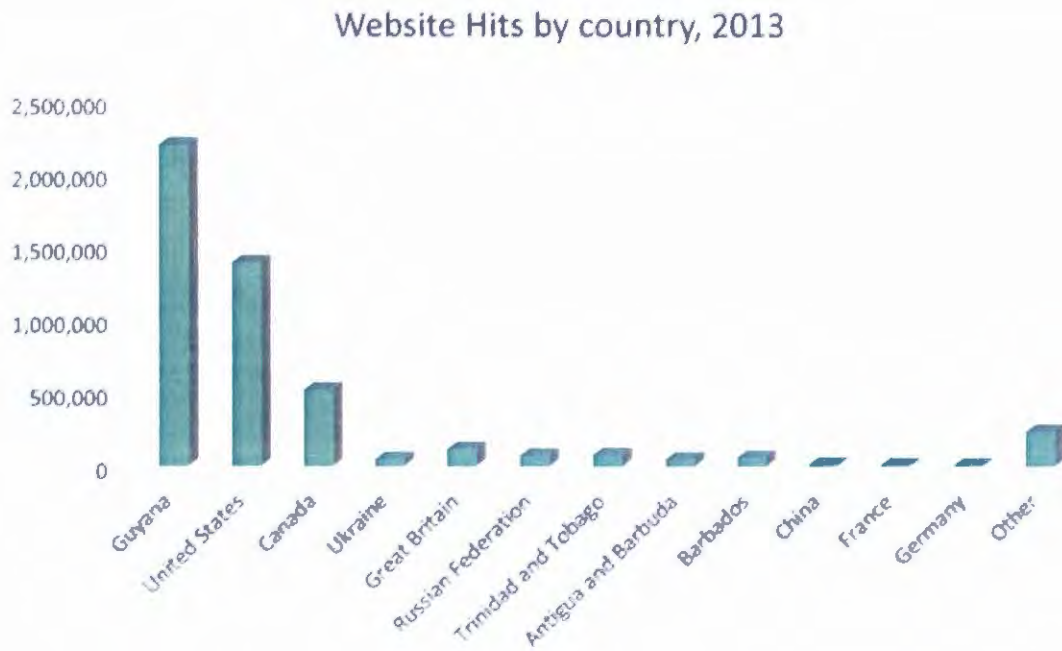
Graph shows local online applications by month over the last three years (2011-2013)

There were a total of 309 remigrant applications in 2013, bringing the total number of remigrant applications to 1640 at the end of the year.

The graph shows remigrant online applications by month over the last three years (2011-2013)



The CH&PA’s website had a total of 4,846,001 hits in 2013, a 6% increase over year 2012:



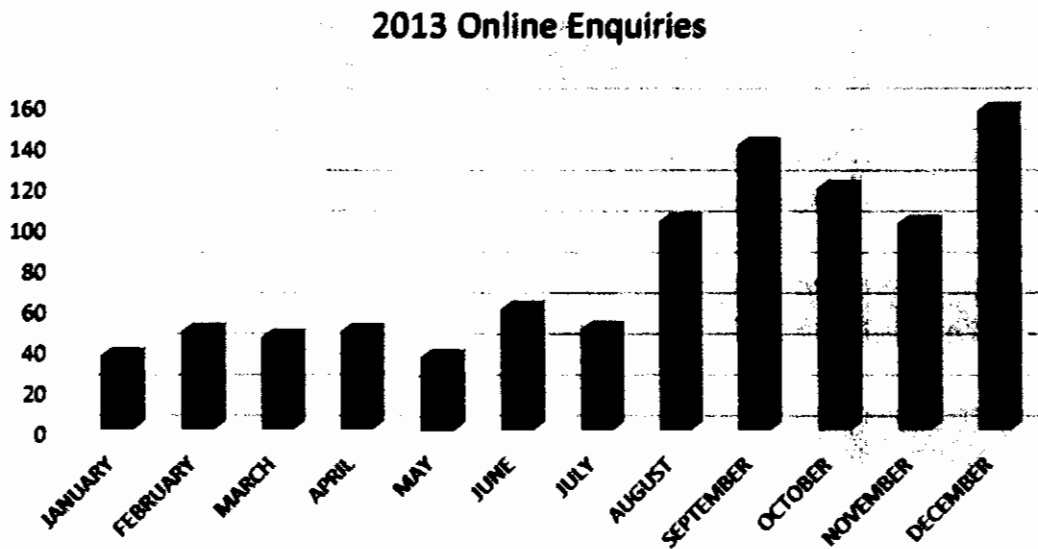
The Table below shows the monthly visits and hits received by CH&PA's website for each month in 2013:

Month	Unique Visitors	Number of Visits	Hits	Bandwidth (GB)
Jan-13	2848	5173	476067	6.1
Feb-13	2436	4593	389593	4.82
Mar-13	2841	5975	448365	5.63
Apr-13	2965	5824	413338	4.98
May-13	2826	5410	359340	4.54
Jun-13	4038	8273	603654	7.34
Jul-13	4248	8137	510190	6.34
Aug-13	4022	7494	362710	4.74
Sep-13	3919	7679	360315	4.91
Oct-13	6825	10812	342574	4.61
Nov-13	3489	5789	385656	4.56
Dec-13	3339	5567	194209	2.88
Total	43796	80726	4846011	61.45

Online Enquiries

During the period under review, the CH&PA, through the Management Information Systems Department, dealt with a total of 947 online enquiries, via the website and direct emails. This reflects the improved customer service being provided by the agency.

The chart below shows the online enquiries made in 2013, sorted by month.



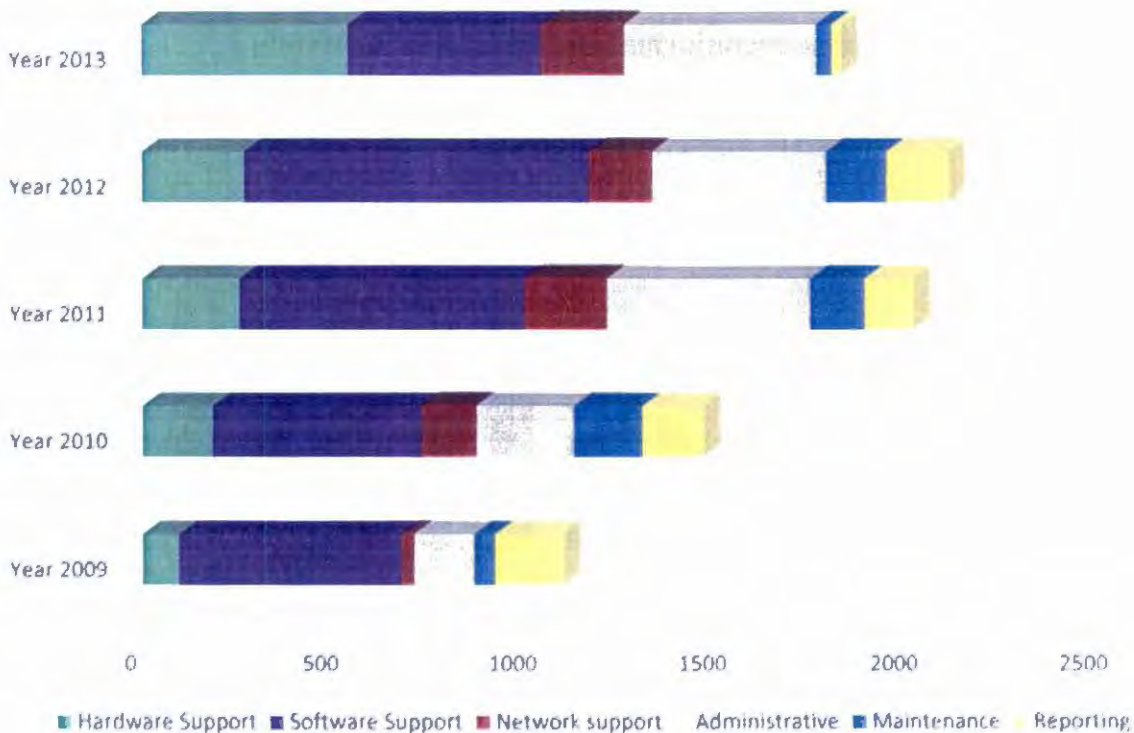
Support Services

The Management Information Systems Department provided a total of 1837 support services in year 2013. Below is the comparative analysis of the quantity of support services, sorted by service type for the years 2009 to 2013.

Service Type	Year 2009	Year 2010	Year 2011	Year 2012	Year 2013
Hardware Support	94	183	255	268	541
Software Support	587	551	750	906	509
Network support	30	140	214	165	216
Administrative	157	257	533	456	504
Maintenance	54	180	143	159	40
Reporting	182	163	129	165	27
Total	1104	1474	2024	2119	1837

Bar Chart below shows the four-year comparison (2009-2013) of the number of services provided by the Management Information Systems Department.

Chart shows a summary of services executed by the MIS dept over the pass five years (2009-2013)



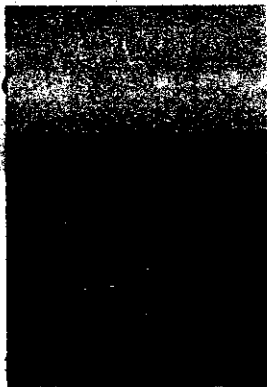
2.7 GOG/IDB Second Low Income Settlements Programme

Review of Activities for the Second Low Income Settlements Programme

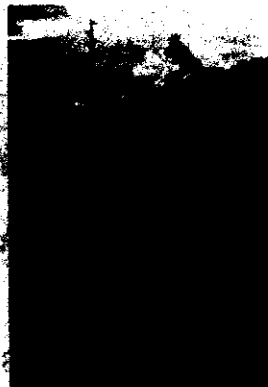
The Second Low Income Settlements Programme was in its fourth year of implementation. Programme activities continued to be implemented, with the Programme performing well, having achieved a disbursement rate of 86% at the end of December 2013. The remaining activities were slated for completion during 2014.

Component 1

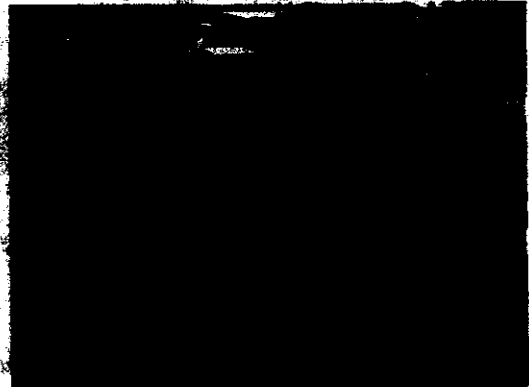
New Sites - Continuation of roads upgrade at Tuschen, Recht-Door-Zee, Non Pariel, Ordnance Fortlands and No. 76 Village: works in four of the five sites were completed, while the contract for works at Recht Door Zee was terminated for poor performance.



(a) 76 Village



(b) Tuschen



(c) Non Pariel

Existing Sites – Completion of road works at Amelia's Ward Phase 2 and Parfaite Harmonie: at the end of the reporting period, all four contracts for the two sites were in progress.

Squatter Sites – Completion of road upgrade at Sophia: works at this location was significantly affected due to the national shortage of construction material, especially crusher run. This project was incomplete at the end of 2013.

Off-site Investments – Continuation of works on transmission mains at Tuschen, Bellewest, Ordnance Fortlands and No. 76 Village. And completion of the bore hole at Tabatinga: at the end of the reporting period, works were completed at four of the five sites with the only outstanding works being at Ordnance Fortlands at approximately 85 percent completed.

Core Houses – Construction of 139 Core Houses: 127 or 91.4 percent of the targeted 139 core houses were completed during the reporting period. At the end of the reporting period, the construction of 77 Core houses was in progress, procurement was ongoing for supply of

materials and labour for construction of another 65 Core Houses, and Selection Committee approval was obtained for the final 30 beneficiaries; by the end of the reporting period, of the 127 houses constructed, 106 were occupied. Warning letters were issued to defaulting beneficiaries reminding them of the conditions of the contract and urging them to occupy their core house in order to avoid repossession of the property.

The majority of beneficiaries improved their units by adding internal walls and five units were expanded.



Expanded Core Houses – Bell West Phase 2

Component 2

Home Improvement Pilot – Disbursement of 200 subsidies: 153 subsidies or 76.5 percent of the target were distributed.

Hinterland Pilot - Disbursement of 125 subsidies for the construction of houses and roofs: this target was surpassed by 30 percent; 130 subsidies were distributed against the targeted 100.

Pilot for a Partnership with Professional Groups: Allocation of 100 lots: One hundred and sixteen lots were allocated to nurses, policemen/women and teachers; of 116 lots that were allocated, fifty (50) were to nurses, thirty-one (31) to teachers and thirty-five (35) to police officers.

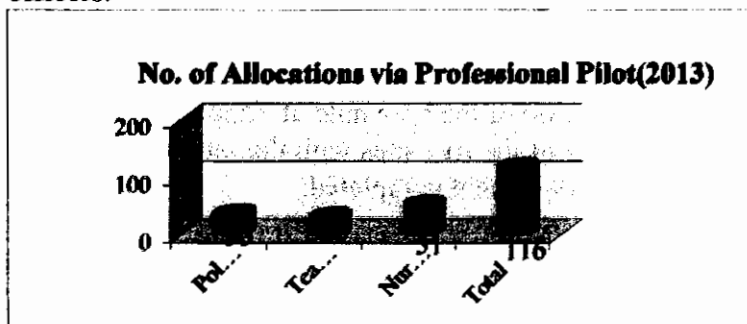


Chart 6: Professional Group pilot Allocations

Component 3

Management Information System Upgrade: At the end of the reporting period, this consultancy was approximately 50% completed with full completion slated for August 2014.

GIS Training: Training was completed in the use of Geographical Information Systems.

M&E Framework: A results-based Monitoring and Evaluation Framework for CH&PA was completed.

National Housing Policy: The review of the draft Housing Policy was still ongoing at the end of the reporting period.

Other Matters

(a) Status of Allocations/Occupancy in LIS 2 Schemes

A total of one hundred and sixty-two (162) house lots were allocated out of the available lots within the LIS II housing schemes, with one thousand eight hundred and eighty-four (1,884) lots occupied. Overall, eight thousand eight hundred and seventy (8,870) house lots have been allocated out of the nine thousand three hundred and seventy-eight (9,378) lots, representing 94.6%, while six thousand one hundred and fifty-six (6,156) lots were occupied, representing 69.4% of the total lots allocated.

(b) Titles transferred to Low Income Beneficiaries

For the period under review, one thousand and sixty-nine (1,369) Transports/Certificates of Title were transferred to beneficiaries in new and existing housing schemes, representing 137% achieved of the target of 1,000. Four thousand, three hundred and seventy-five (4,375) Transports/Certificates were transferred to beneficiaries in new and existing housing schemes, representing 49.3% of total allocations.

(c) Sanitation Project

The 2013 target for this project was the construction of 150 septic tanks; this target was exceeded by 44%. Tanks were constructed in Regions 3, 4, and 6. Communities benefitting under this component included Westminster Phase 1, Onderneeming Phase 1, Recht-dor-zee Phase 1, Sophia D, Binkey Alley, Area B Lusignan, Block 5 Ankerville, Area R Ankerville, and Eliza and Mary. By the end of the reporting period an additional 24 tanks were under construction in Westminster Phase 2, and the procurement process commenced for the remaining 45 tanks to conclude this project. Overall, the LIS 11 Programme expended a total of USD4.6M during the reporting period, achieving an overall expenditure of 86.85% of the Loan.

APPENDICES

Appendix 2.3.1: Details of Infrastructure Development and Building Programme

Project Activity	Location	Budget
Construction of RDS&PWDN	Covent Garden	250,000,000
	Farm	150,000,000
	Lust en Rust	100,000,000
	Ondermeeming	50,000,000
	Providence	470,000,000
Sub-Total		1,020,000,000
Installation of Electrical Infrastructure	Bloomfield	10,000,000
	Eccles to Diamond	100,000,000
	No. 76 Village	12,000,000
	Ondemeeming	50,000,000
	Uitvlugt	20,000,000
	Wisroc	12,000,000
Sub-Total		204,000,000
Land Clearing and land leveling	Covent Garden	33,983,425
	Farm	72,850,025
	Lust en Rust	30,000,000
	Providence	32,241,775
Sub-Total		169,075,225
Upgrading of Roads	Bartica	18,924,775
	No. 79 Village	43,000,000
	Providence	200,000,000
	Tain	20,000,000
	Westminster, Ondemeeming & Recht Door Zee	225,000,000
Sub-Total		506,924,775
Grand Total		1,900,000,000