



NORTH WEST HOUSING  
CORPORATION

## OFFICE OF THE CEO

### MEDIA STATEMENT

24 February 2025

### NWHC APPOINTS DEBT COLLECTION SERVICE PROVIDERS

The North West Housing Corporation (NWHC) would like to inform the public, particularly tenants in the North West Province and neighbouring cross-border provinces, that it has appointed four reputable companies to provide debt collection services for outstanding payments owed to the Corporation. Namely: **Lesego La Masego Group, MHRB Debt Collection, IBC Forsensic and Recovery, and SL Debt Recovery**. This strategic move aims to address the long-standing arrears on legacy properties and ensure the sustainability of the Corporation's operations, allowing it to continue providing affordable housing and related services to the people of the North West Province.

The appointed service providers will manage the collection of overdue rental and purchase debt across NWHC's housing portfolio. This includes both properties under rental agreements and those being purchased through instalment plans. The decision to appoint these companies comes as part of NWHC's ongoing efforts to improve financial management and efficiency in the recovery of outstanding debts, particularly in relation to legacy properties where arrears have accumulated over an extended period.

The service providers will be tasked with several key responsibilities to ensure that all outstanding debts are recovered. They will begin by identifying individuals and entities with overdue payments, utilizing various tools such as credit bureau information, background checks, loan documents, and other available resources. This will allow the service providers to trace tenants and homeowners who have not made payments and work to establish suitable repayment plans and terms.

Additionally, the service providers will be responsible for assisting debtors by offering referrals to debt counsellors where necessary. They will also be required to report delinquent accounts to credit bureaus and clear the records once debts are paid in

full. Monthly reports on debt recovery efforts will be provided to NWHC, ensuring transparency and oversight throughout the process.

Furthermore, the appointed companies will help maintain up-to-date records of all tenants and homeowners, issuing monthly rental payments and balance statements for those on instalment plans. They will also handle tenant queries and ensure that the Debt Management System remains accessible to NWHC at all times for monitoring and reporting purposes.

This initiative focuses on the recovery of arrears that have built up over time on legacy properties, which are debts that have not been settled for an extended period. By bringing in specialized debt collection services, NWHC aims to recover critical funds necessary for the continued provision of housing services and the management of future housing projects.

As part of their role, the service providers will work closely with the Small Enterprise Finance Agency (SEFA) and NWHC's legal team to assess and manage arrear debts. They will conduct audits, identify potential write-offs, and engage with debtors through various communication methods, including reminders via phone, SMS, email, or fax. If necessary, they will issue 24-hour notices and negotiate payment arrangements that align with NWHC's policies. They will also monitor the progress of payment agreements, following up on any defaults and liaising with legal services when eviction processes or enforcement of judgments become necessary.

NWHC remains committed to supporting tenants and homeowners throughout this process. We encourage all tenants to contact the NWHC Debtors and Revenue Unit if they have any concerns or questions regarding the debt collection process or available repayment plans. We trust that this initiative will lead to the successful recovery of outstanding debts and enable NWHC to continue serving the housing needs of our community.