



a world class African city

City of Johannesburg

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Media Release

For Immediate Release

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City of Johannesburg Council approves the informal settlement development policy

The Member of the Mayoral Committee (MMC) for Human Settlements in the City of Johannesburg, Cllr Mlungisi Mabaso, says the adoption of the Informal Settlement Policy will go a long way towards coordinating development and transforming service delivery in these communities.

On 30 September 2026, the Council approved the City of Johannesburg Informal Settlement Policy, which provides a clear framework for how the City should approach the development of informal settlements.

“This is a huge milestone for all communities living in informal settlements, who have complained about serious service delivery challenges and a fragmented approach to the development of their areas. The policy ushers in a new era for informal settlements and will enable better coordination in addressing the development of these areas.

“We are the first city in the country to have such a policy, and it will benefit generations to come as we endeavour to improve the lives of people living in informal settlements,” said MMC Mabaso.

The guiding principles of the policy include improving quality of life through the provision of basic services, integrating informal settlements with nearby townships, ensuring meaningful participation by residents, and adopting an incremental approach to upgrading informal settlements.

Under the policy, each resident in an informal settlement will be profiled and enumerated, with each household assigned a number to identify where they live. This will help prevent situations where individuals occupy or own multiple shacks in different areas.

The Department of Human Settlements region will enter into a social compact with the community, clearly outlining the respective responsibilities and expectations of all parties.

A layout plan shall be developed to identify community facilities, environmental sensitivities, business services, access routes to the settlement, as well as provision for future services.

To promote tenure security, the City shall implement the CoJ Land Use Scheme (2018), revised in 2024, which enables the creation of Transitional Residential Settlement Areas and the provision of temporary permits.

An informal settlement in the City shall be deemed to be recognised or acknowledged once it has been profiled or enumerated and all necessary data pertaining to it has been recorded.

Ends

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