

## Guideline on External Searches 2021

The **External Search** process was developed to provide a pre-screening functionality, to assist provincial / municipal role players to understand the profile of households within a specific area ear-marked for development.

The results of the External Process **cannot** and **should not be used** to exclude / decline a household from submitting a housing subsidy application form.

Furthermore, the results returned via the External Search process are not linked or interpreted based on the rules of a specific programme and the associated application types as contained in the National Housing Code and processed via HSS.

During the **External Search** process, information is collected from the six validation data sets based on the identity numbers that forms part of external searches spreadsheet:

The identity numbers captured will be validated against the following six databases:

- **Population Register** - The process against the population register was implemented to verify if the identity numbers submitted:
  - exists on the population register,
  - the associated marital status; and
  - if the person is deceased or not.
- **Deeds Database** - to verify if any property is / was registered in the name of the person.
  - Title Deed related information is contained in various databases linked to regions. The **costs** associated with a title deed search

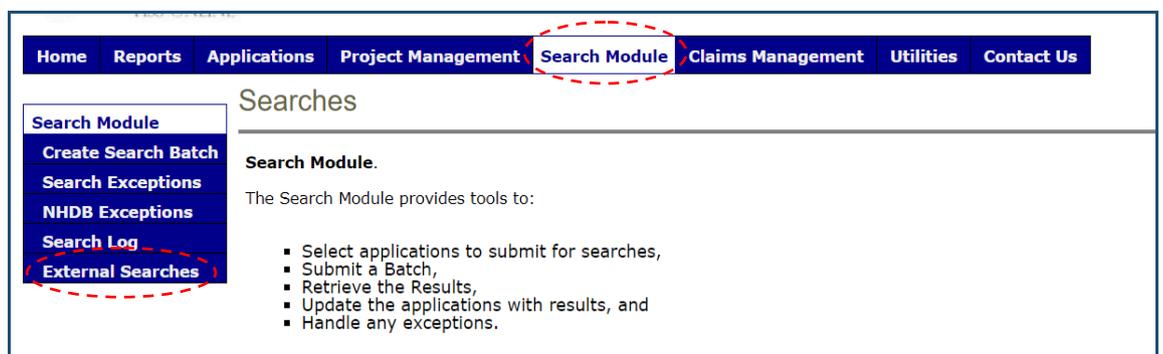
are gazetted on a yearly basis by the Deeds Office which is the custodian of title deeds in the country.

- Therefore, HSS Online User/s must be cautious when selecting identity numbers for the search/validation process due to the **costs associated** to it.
- The Deeds Database is the only search/validation process that has a cost related thereto.
- **NHSDB** - The process against the National Housing Subsidy Database (NHSDB) was implemented to cross-check for any duplicate subsidies; to indicate if the person has not previously benefitted from a housing subsidy.
- **PERSAL** - to verify the income indicated, and if the person is employed by a government department.
- **UIF** – to verify if the person contributes to the *Unemployment Insurance Fund*.
- **GEPF** - is to verify if the person is receiving a monthly income (pension) from the *Government Employee Pension Fund*.

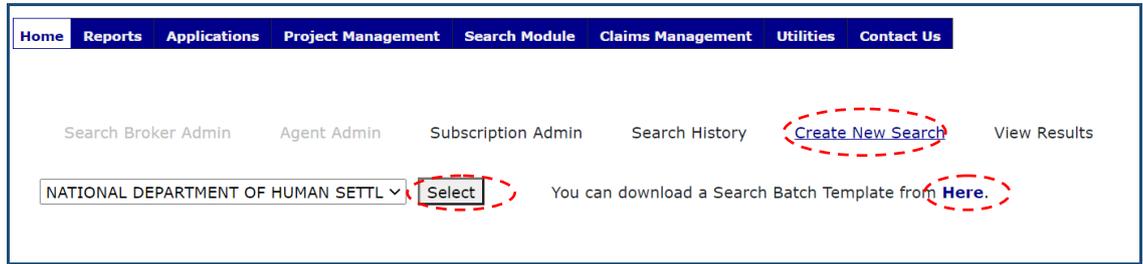
## **B HOW TO CREATE AN EXTERNAL SEARCH BATCH**

In order to create an **external search batch**, the registered HSS Online User needs to logon into HSS Online and follow the steps outlined below:

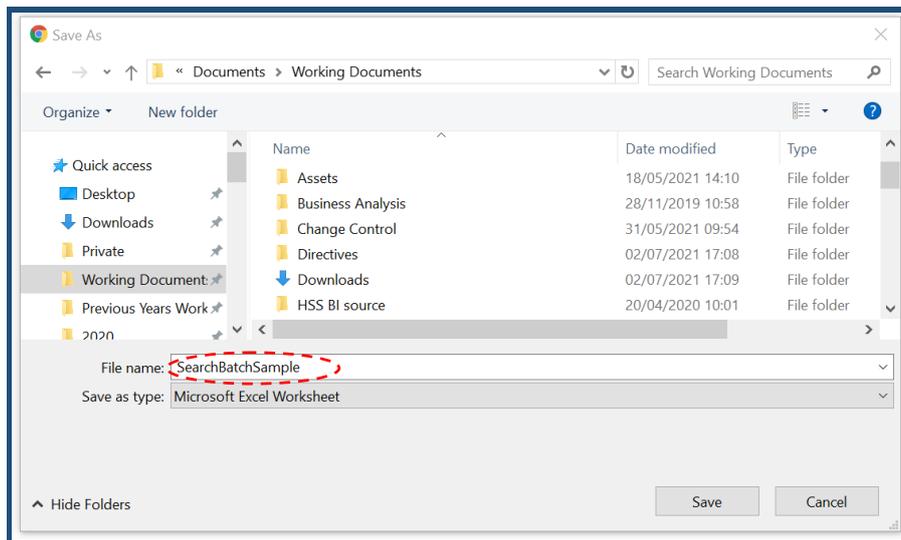
1. **Click** on the “**Search Module**” **tab** at the top of the screen.
2. **Select** “**External Searches**” from the **tab** on the left hand side of the screen, as indicated below:



3. A new window will open and then click **“Create New Search”**.
4. Click the **“Select”** next to the company subscriber to create the new external search.



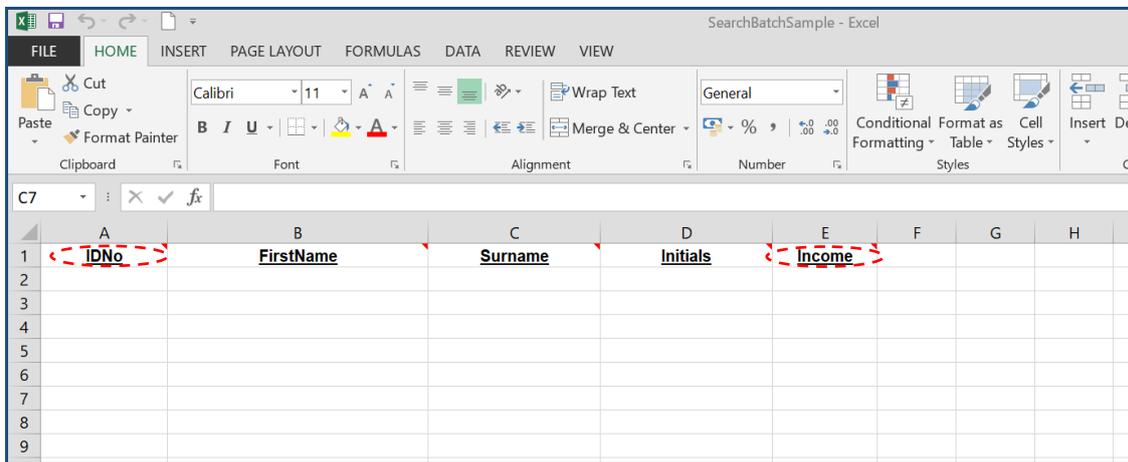
5. Click on **“Here”** to download the **“Search Batch Template”**.
6. Save the document template named **“SearchBatchSample”** in a location where you can easily find it again.



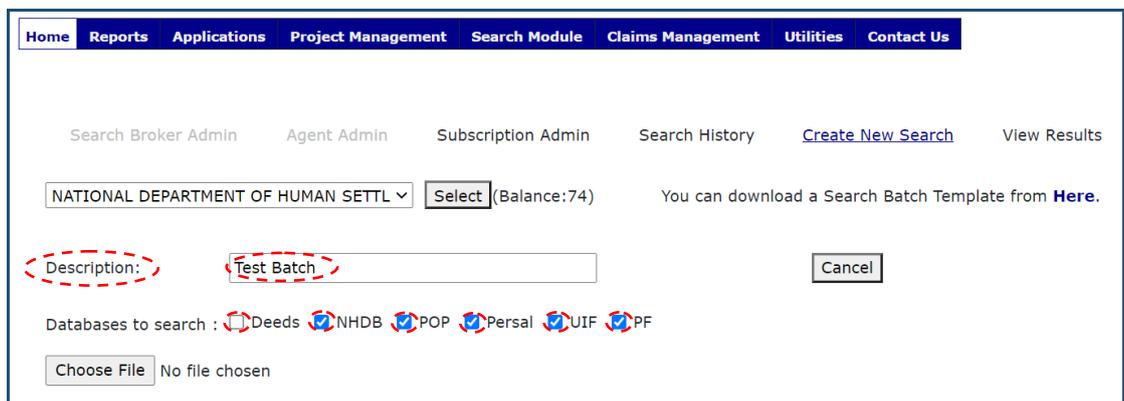
7. Open the saved **“Search Batch Template”** that you downloaded with **Excel** and populate the required fields with valid information.

- Ensure that the **IDNo column** only contains a 13 digit number.
- The **Income column** should only contain whole numbers. No cents with a “.” or “,” should be captured in the column.





8. Do not use **any special characters** in **any** of the **fields** as this negatively affects the search process for example: commas (,) Full Stop (.) Apostrophes (') Inverted commas (") Dash (-) Back / Front Slash (/ \).
9. **Save** the spreadsheet that you have populated in a known location on your computer.
10. **Alt Tab back** to HSS Online - **“Create New Search”** screen and capture a description for the search batch you are submitting in the **text box** next to the **Description** field.



11. **Click** on the *select boxes* in the **“Databases to search”** next to each database that the search must be executed against.
  - **Deeds** – Search for any registered title deed; **De-select** the deeds option unless you have obtained **permission** to request a search against the Deeds Databases due to the **financial implication** of conducting a deeds search;

- NHDB – National Housing Subsidy Database;
- POP – Population Register;
- PERSAL – PERSAL;
- UIF – Unemployment Insurance Fund; and
- PF – Government Pension Fund.

12. Click on the **text box – Choose File**.

13. Navigate to the directory on your computer where you have **saved** your excel spreadsheet and select the relevant file. **Ensure that you have selected the correct file**.

Search Broker Admin **Agent Admin** Subscription Admin Search History [Create New Search](#) View Results

NATIONAL DEPARTMENT OF HUMAN SETTLEMENTS  (Balance:14) You can download a Search Batch Template from [Here](#).

Description:

Databases to search :  Deeds  NHDB  POP  PERSAL  UIF  PF

SearchBatchSamplefrt.xlsx

First 10 rows of uploaded file (20 record(s) loaded)

Surname	FirstName	Initials	Relationship	Income	IDNo	IDType	ApplDate
Van Der Westhuizen	Jack	P	ReIT0006	70	6701026663085	IDENT001	12/07/2021
Van Der Berg	Jane	B	ReIT0006	70	7912220197080	IDENT001	12/07/2021
Mostert	Jarred	H	ReIT0006	70	7405010731085	IDENT001	12/07/2021
Van Der Berg	Gavin	B	ReIT0006	70	6906075999088	IDENT001	12/07/2021
Martin	Ricky	M	ReIT0006	70	7002275661089	IDENT001	12/07/2021
Blouw	Jack	P	ReIT0006	70	5208280546080	IDENT001	12/07/2021
Blouw	Jane	L	ReIT0006	70	5805120897084	IDENT001	12/07/2021
Du Plessis	Jarred	J	ReIT0006	70	1234567890123	IDENT001	12/07/2021
Du Plessis	Gavin	S	ReIT0006	70	4312155442085	IDENT001	12/07/2021
Engelbrecht	Ricky	A	ReIT0006	70	4806150741086	IDENT001	12/07/2021

14. Click the **“Submit Payload”** text box at the bottom of the page. This action will submit your file for searches against the databases that you have selected.

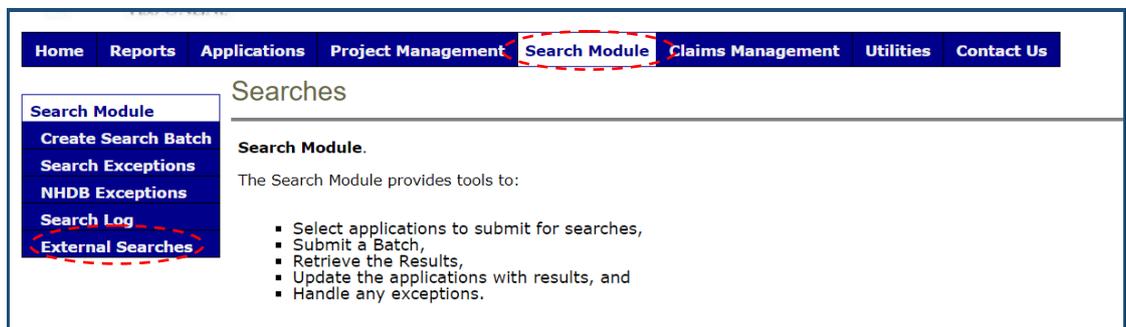
15. *The outcome / results of the search process will be available the next working day.*

16. Ensure you click the **“Logoff”** button.

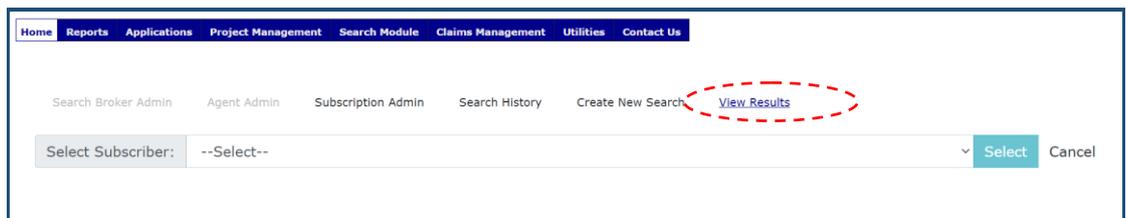
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## C VIEWING EXTERNAL SEARCH BATCH RESULTS

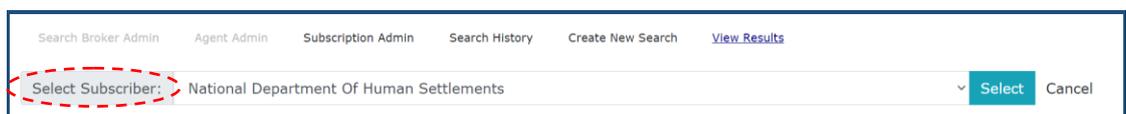
17. In order to **view** the results of the external search batch that you have created, logon to HSS Online and follow the steps outlined below:
18. **Click** on the “**Search Module**” tab at the top of the screen.
19. **Select** “**External Searches**” from the **tab** on the left hand side of the screen, as indicated below:



20. On the **new window** that opened **click** “**View Results**”.



21. **Click** on the **down arrow** next to the **text box** “**Select Subscriber**” and scroll until you find the subscriber that you have selected to create the external search batch and **click** “**Select**”.



22. After you have selected the subscriber name that you have used, a new window will open. **Scroll** to find your search results, use the **“Description” field** to find / identify your external search batch.

23. Click on **“View results for batch ID”** next to the name that you have used to create your external search batch, under the field **“Report”**.

Date	User	Batch Size	Description	Message Id	Status	Report
2021/05/11 9:37:20	sibongile@housing.gov.za	6	Test Batch		Search Created	No results yet
2020/09/08 9:47:32	barry.lamprecht@sita.co.za	1447	20200908 Tests Batch		Search Created	No results yet
2020/04/15 15:26:42	suzette.veijk@dhs.gov.za	631	Alex Batch 6	0ad20793-ddc6-4e3d-b7a9-1085ebe2f01f	Completed Search	<a href="#">View results for BatchID 2029</a>
2020/04/15 15:26:1	suzette.veijk@dhs.gov.za	2500	Alex Batch 5	8785ef50-d227-4dcf-800d-cc1fd5ed5025	Completed Search	<a href="#">View results for BatchID 2028</a>
2020/04/15 15:22:44	suzette.veijk@dhs.gov.za	2500	Alex Batch 4	97747331-cd86-4026-892b-ebc4c87e29bf	Completed Search	<a href="#">View results for BatchID 2027</a>
2020/04/15 15:20:16	suzette.veijk@dhs.gov.za	2500	Alex Batch 3	b6cba408-554a-4e65-bc93-64d37927ba01	Completed Search	<a href="#">View results for BatchID 2026</a>

24. To export your search results after you have **clicked** on **“View results for batch ID”**, select the **export button** on the main menu and scroll to **“Excel”** on the drop down menu.

Applicant ID	Id Test	Relationship	Surname	First Name	Marital Des	Maiden Name	ID	Spouse ID
3003035646083	3003035646083		MONAIWA	MOTSEPE OBED			0000000000000	0000000000000
3612025981083	3612025981083		NEL	PETER		JENTISON	0000000000000	0000019410111
4103305400085	4103305400085		SIMELANE	ISAIHAH JOHN			0000000000000	0000000000000
4302015460088	4302015460088		TLADI	SILAS BUTLE			0000000000000	0000000000000
4306255287085	4306255287085						0000000000000	0000000000000
4310035484087	4310035484087		PHIRI	JOHN		MKHWANAZI	0000000000000	5705250277083
4403125512089	4403125512089		NKUNA	SAMUEL			0000000000000	0000000000000
5011110386085	5011110386085		MOLAUDZI	DIPUO DORCAS			0000000000000	0000000000000
5012190326082	5012190326082		NGOBENI	NOZODWA ANNA			0000000000000	0000000000000
2808085255085	2808085255085		RAPHAHELO	SEFOLOKO NATHANIEL			0000000000000	0000000000000
4704150418088	4704150418088		MOKOENA	PULEDI MAROPENE			0000000000000	0000000000000

25. Your report will be exported to excel where you can save report it on your machine.

26. Ensure you **click** the **“Logoff”** button.

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