HOUSING BACKLOGS IN KING SABATA DALINDYEBO WITH SPECIFIC ATTENTION TO THE HOUSING PROBLEM AT BONGWENI ADMINISTRATIVE AREA IN MTHATHA.

BY

MTHETHUVUMILE HLAZO

Student No: 212476661

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Abstract

The study investigates problems affecting housing delivery in King Sabatha Dalindyebo Municipality Local Municipality. The housing development in this area is not up to standard. This situation is worse in rural areas where housing projects have been obstructed by lack of infrastructure and other essential services. This is a serious problem that this local municipality is facing; the most vulnerable are the poor, residing in these rural areas.

The study has investigated this problem in King Sabatha Dalindyebo Municipality Local Municipality with specific attention to Bongweni Administrative Area in Mthatha. The investigation indicates that there are serious challenges facing housing.
Dedication

I dedicate this study to my family, friends and all those, who have been the source of inspiration in making sure that this is accomplished.
Acknowledgments

I hereby wish to express my sincere thanks to my supervisor, Mr Timothy Froise, for his meticulous guidance. His encouragement and perseverance have really made this a success.

A special word of thanks to my family, particularly Tandiswa Hlazo, and to my friends Ntandokazi Mntuyedwa and Winnie Madwabela for their support during the time of this study.

M. Hlazo
Declaration

I, Mthethuvumile Hlazo, do solemnly declare that this study is my own work. It is the product of my work through professional guidance of my supervisor, Mr Timothy Froise.

Mthethuvumile Hlazo


**Abbreviations**

A/A  - Administrative Area

ANC  - African National Congress

CF   - Community Forums

IDP  - Integrated Development Plan

KSD  - King Sabata Dalindyebo

KSDLM - King Sabata Dalindyebo Local Municipality

MSA  - Municipal System Act

PMFA - Promotion of Access to information Act

RDP  - Reconstruction and Development Plan

RSA  - Republic of South Africa

SAS  - Statistical Analysis System
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CHAPTER 1 – BACKGROUND AND INTRODUCTION

1. General introduction

This section presents a general introduction to the research which examines housing backlogs in King Sabata Dalindyebo Municipality (KSD Municipality) and factors that affect housing, with specific attention to Bongweni Administrative Area in Mthatha.

2. The role of local government in housing development

In Section 9 and 10 of Part Four of Housing Act (Act no. 107 of 1997), the roles and functions of local Government in housing are stated. The Act states that every municipality as part of the integrated development plan must take all reasonable and necessary steps within the framework of national and provincial housing legislation and policy to ensure that the right to access adequate housing is realized progressively.

The Act states that in order to fulfil its role, every Municipality must carry out the following functions:

- Identify and designate land for housing development.
- Plan and manage land use development.
- Initiate, plan and co-ordinate facilitates, promote and enable appropriate housing development in its area of jurisdiction.

3. Physical Location of the study area

King Sabata Dalindyebo Municipality is one of the seven local Municipalities in the Eastern Cape Province. The municipality is composed of Mthatha and Mqanduli urban and rural areas within O.R Tambo District Municipality in the Eastern Cape. The main access route is the national road N2, which links East London and Kokstad.
4. **Background and rationale of the study**

The study investigates problems and challenges that the King Sabata Dalindyebo (KSD) Municipality faces concerning housing backlogs to communities of Bongweni A/A. The purpose of the study is to look at the factors that affect housing delivery in the area.

Many people in rural areas still live without proper housing after nineteen years of democracy. The focus of the study will be Bongweni Administrative Area in Mthatha under KSD Municipality. KSD Municipality is made up of 35 wards with a population of 451,710.

The white paper on local government (1998.35) states that there is a huge backlog of service in historically under-developed areas, as a result of the apartheid.

5. **The research problem**

Despite sufficient funds being allocated, the number of people without houses is not decreasing. The population is primarily dependent on welfare and pensions for their survival due to the widespread poverty and unemployment. The study will look at;

- The administration capacity of municipality officials;
- The capacity of service providers to manage housing projects;
- Whether municipal officials adhere to national, provincial and local housing policy;
- Whether the housing department has beneficiary workshops for people about their rights to housing.

Section 152 of the Constitution of the Republic of South Africa, Act 108 of 1996, clearly states that one of the objectives of municipalities is to strive to achieve services to the targeted communities.
Burkey (1996) defines basic needs as those things that an individual must have in order to survive. These include clean water, adequate balanced food, physical and mental rest, emotional security, culturally and climatically appropriate clothing and shelter. Housing delivery and the quality of houses in South Africa, particularly in the Eastern Cape poses a serious challenge, not only to national government but even to local municipalities.

6. **Hypothesis**

- Housing delivery in KSD Municipality is restrained by a lack of capacity with regard to planning, supervision, monitoring and evaluation.
- The tension and non-cooperation among stakeholders and service providers in KSD Municipality is hampering the progress of housing delivery.

7. **Research aims and objective**

- The study will look at the statistics of people without houses in Bongweni Administrative Area.
- It will evaluate the role of Municipalities in housing projects.
- It will determine the causes of slow service delivery in housing projects.
- It will evaluate the role of state in housing projects.

8. **The scope and scale of research**

The research will be conducted at Bongweni A/A in Mthatha, King Sabata Dalindyebo Municipality. King Sabata Dalindyebo Municipality is situated in the inland of the Eastern Cape in South Africa. The Municipality is made up of two towns Mthatha and Mqanduli.

The King Sabata Dalindyebo Municipality was established before the 2000 local government elections, when Mthatha and Mqanduli transitional and rural areas were merged.

The racial make-up include black Africans 98.5%, Coloured 0.8%, Indian 0.3% White 0.3%. First languages are Xhosa 90.4% English 3.5% other 6.1%.
The respondents will be 30 people who are living in the affected areas. (KSD IDP)

The target population group will include residents of Bongweni Administrative Area and King Sabata Dalindyebo Municipal officials.

9. **Conclusion**

This chapter briefly discussed the background of King Sabata Dalindyebo Municipality and towns under this Municipality, its population and location. It also introduced problems that the Municipality is faced with concerning housing backlogs.

It also introduced Acts and policies in South Africa that deal with housing and the role of Municipalities in achieving the objectives provided therein.
CHAPTER 2 – LITERATURE REVIEW

1. Introduction
This chapter focuses on the literature and the legislative framework relating to housing at National, Provincial and Local Government levels. The legislation guides the process of addressing the housing backlogs and contributes towards ensuring the smooth running of housing delivery. Housing delivery is one of the foremost challenges facing all levels of government. The challenge relates not only to the enormous size of the housing backlog and the diverse needs of the homeless, but also to a housing environment, which has many weaknesses such as poverty, unemployment, lack of affordability, insufficient land, corruption, lack of technological staff and other related challenges.

2. Literature review
Goldblatt (1996) is of the opinion that urban policies have left a highly unevenly distributed municipality infrastructure, with black townships characterized by inadequate and poorly maintained service. What exacerbates this problem is the growth of informal settlements in and around Southern African cities, which contributes to the lack of the most basic services.

Section 168 of the Constitution of the Republic of South Africa of 1996 provides that municipalities must structure and manage administration, budgeting and planning to give priority to the basic needs of the community. They must also promote social and economic development and a safe and healthy environment. Sections 26 and 27 of the Constitution states that everyone has the right to access to health care, including reproductive health care, sufficient food and water, social security, including appropriate social assistance, adequate housing and an environment that is not harmful to their health. It is the responsibility of the state to take reasonable legislative and other measures within its available resources, to achieve the progressive implementation of each of these rights. According to the OR Tambo integrated development plan (2011/2012) OR Tambo District Municipality is facing a service delivery backlog. Housing Department (IDEA DATA) indicates that the total need of
housing in the District amounts to 223 694 units.

3. **Factors affecting housing delivery**

The National housing code states that there is a severe housing shortage in South Africa. The National Housing Department estimated that the number of families without adequate housing in 1995 was 2 to 3 million. Due to the increasing population, this figure has increased to 7.5 million (Housing Act: 107:1997).

4. **Lack of capacity**

The legacy of the past also resulted in a depressed housing sector which lacked capacity, both in terms of human resources and materials to speedily provide houses (Mthatha Fever Newspaper 13 March 2013).

5. **Insufficient land**

Slow and complex land identification, allocation and development processes resulted in insufficient land for housing development purposes. (Municipal Demarcation Act, 2006).

6. **Different requirements amongst provinces**

There are major differences between the housing needs experienced by different provinces. For example in the 1996 census (Statistics South Africa) Gauteng and Western Cape generally had housing backlogs in urban areas, while in the Northern Cape and Eastern Cape, the housing backlogs were in rural areas.

There are significant differences in each province that need to be taken into account. The housing code notes that 53.7% of the population lives in urban areas. The most urbanized provinces are Gauteng (97%) and Western Cape (88.9%). By contrast the Northern Province is just 11% urbanized. Average household size varies: for example in Gauteng it is 3.6 persons compared to 5 persons in Kwa-Zulu Natal. Household income also has to be taken into account. In the Eastern Cape 32% of households earn less than R500 per month compared to just 5% in Gauteng. Given the different problems in the different provinces, different policy responses are necessary (Statistics South Africa).
7. **Right to housing**

The Reconstruction and Development Plan (RDP) endorsed the principle that all South Africans have a right to a secure place in which to live in peace and dignity. Housing is a human right, as stated in section 26 of Constitution of the Republic of South Africa of 1996. One of the RDP’s first priorities is to provide for the homeless.

Although housing may be provided by a number of parties, the government is ultimately responsible for ensuring that housing is provided to all. It must create a framework and legislative support to make that possible (New housing policy and strategy, 2000:13).

The approach to housing infrastructure and services must involve and empower communities, be affordable, developmental and sustainable, while taking into account that funding and resource are all inclusive, and support gender equality.

The RDP is committed to establish viable communities in areas close to economic opportunities, health, education, social amenities and transport infrastructure (ANC, RDP document 1994:23).

8. **Legislative framework**

According to the new housing policy and strategy for South Africa (1994:2), housing the nation was one of the greatest challenges facing the then government of national unity. The extent of these challenges came not only from the extremely large scale of housing backlog and desperation and impatience of the homeless, but also from the extremely complicated bureaucratic, administrative, financial and institutional framework inherited from the previous apartheid government.

It acknowledged that unequal income distribution penalizes low income groups. The new housing policy and strategy (2000:13) identifies several key constraints that hinder housing development. These include the following:
9. **Policy framework**

- There is a lack of an overall housing strategy and inadequate definition of the roles and responsibilities of role players in the housing sector. Housing (Act no 107 of 1997).
- The multiplicity of legislation and the duplication of legislation governing housing, land and services (Strategic Framework for Development of Sustainable Settlements, 2007: 22).

10. **End user finance and subsidies**

- The poorly focused use of housing funds. Statutory housing funds have been used for diverse purposes (Municipal Finance Management Act no 56 of 2000).
- A lack of end user finance, especially for low income households (Municipal Finance Management Act no 56 of 2000).

11. **Land and planning issues**

The new housing policy and strategy (2000) further states that the inability and unwillingness to release sufficient suitable land continues to be a constraint to housing delivery on time.

- The lack of coherent policy on land
- A lack of land identification
- Constraints to land assembly
- Land planning and
- Land invasions

12. **The housing construction sector**

The new housing policy and strategy further states that building and civil engineering sectors are also significant constraints because of:

- an inadequate development framework and
- Limited capacity.
13. Economic issues

The policy on housing further states that there is a high demand for the supply of housing, mainly due to:

- Mass unemployment, and
- Unequal distribution of income which penalizes low income groups.

The present government inherited a fragmented and abnormal housing sector from the previous government in 1994, resulting from the policies and political turbulences of the past.

In response to the housing legacy of apartheid, amongst other things, the Constitution of South African of 1996 was established as a supreme law of the country in trying to correct the imbalances of the past, when people were deprived of their rights to own decent houses.

Section 26 (1), (2) and (3) of the Constitution of the Republic of South Africa, 1996, outlines the Bill of Rights relating to housing as follows:-

- Everyone has the right to have access to adequate housing
- The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realization of this right.

To address the question of economic stagnation and insufficient land, section 152 (1) of the Constitution of the RSA lays the framework within which local government shall fulfil its role in providing the right of access to housing.

- Local governments are required to provide services, land allocation and infrastructure to support the development of housing in their Municipalities
- Planning for housing must ensure that housing provides a safe and healthy environment.
Municipalities must prioritise the basic needs of the community. The Municipality must structure its administration budgeting and planning processes to assist in promoting development.

Gilbert (1996: 12) defines economic sustainable development as development for which progress towards environmental and social sustainability occurs within available financial resources.

The Housing Act (107: 1997) was passed to facilitate a sustainable housing development process. This act:-

- establishes principles of housing development for levels of government;
- defines the functions of the spheres of government in respect to housing development;
- provides for the funding of national housing programmes, and
- repeals laws which hinder development.

The act further stipulates that the parliament of the Republic of South Africa recognizes that housing:

- As adequate shelter, fulfils a basic human need;
- Is both a product and a process;
- Is a product of human endeavour and enterprises;
- Is a key sector of the national economy, and
- Is vital to the socio economic wellbeing of the nation.

14. The role of local government in housing development

In sections 9 and 10 of The Housing Act (Act 107:1997), the roles and functions of local government in housing development are stated. The Act states that every Municipality, as part of integrated development planning, must take all reasonable and necessary steps within their framework of national and provincial housing legislation and policy to ensure that the right of access to adequate housing is realized on a progressive basic.
15. **Powers of local government in respect of housing development**

Municipalities participate in National housing programs by:

- promoting a housing development project by a developer;
- acting as a developer in respect of the planning and execution of a housing development project on the basis of full pricing for cost and risk;
- entering a joint venture contract with a developer with respect to a housing development project;
- Administering any national housing programme in its area of jurisdiction, with credible contractors and facilitating and supporting the participation of other role players in housing development process.

16. **Expropriation of land**

The Housing Act (107:1997) assigns powers to Municipalities to expropriate land for housing development. These include:

- Issuing concerned property inspection for the purpose of expropriation and notification that the property is to be expropriated;
- Issuing concerned compensation including offers and payments of the relevant amount;
- Other issues include termination of unregistered rights in respect of land expropriation.

17. **Municipal accreditation**

It is the constitutional responsibility of both national and provincial government to assign to a Municipality the administration of matters such as housing especially if it could be effectively administered at a local level.

In terms of the Housing Act (107:1997) there are two levels of accreditation that exist in respect of housing subsidy scheme, namely:
Level 1 accreditation: this involves the administration of non-credit linked individuals. This is the simplest form of accreditation as subsidies are dealt with in a straightforward manner on an individual basis.

Level 2 accreditation: this may be obtained in respect of non-credit linked individual consolidation subsidies, institutional subsidies, and the management of the pay-outs of residual amounts of non-credited linked subsidies and individual consolidation subsidies.

Another problem with regard to housing delivery is the emerging contractors who have created a lot of chaos in housing delivery because of inadequate contractor skill. Many housing projects have been blocked because of non-performance of these contractors. The strategic framework for development of sustainable settlements (2007:22) confirms this. The policy has been formulated to promote local economic and job creation opportunities by using emerging contractors to build the houses.

The Protected Disclosure Act (26:2000) which stipulates the criminal and irregular conduct in organs of the state and private bodies which are detrimental to good effective accountable and transparent governance. Lack of open and honest governance in public or private bodies can endanger the economic stability of the Republic and has a potential to cause social damage. The Act promotes the eradication of criminal and other irregular conduct in organs of state and private bodies.

Gilbert (1997:17) says that local authorities must practice good governance for sustainable development within their communities to the extent that their actions are efficient, effective, accountable and fair. These aims can be achieved through the following:

- regulation of the demand for and supply of land to conserve its use;
- provision of appropriate infrastructure; and
- attraction of suitable investment and encouragement of partnerships.
According to section 35 (1) of Municipal System Act 32 of 2000 the integrated development plan is the principal planning instrument which guides and informs all planning and development at regional and local government levels.

The integrated development plan has the following purposes:

- It links, integrates and co-ordinates plans
- Forms the basis on which the budget is based
- Aligns King Sabatha Dalindyebo Municipality resources and capacities
- It is compatible with the King Sabatha Dalindyebo Municipality in terms of legislation.

The Municipal Systems Act further outlines components of Integrated Development Plan. Section 26 states that the spatial development framework, which includes the provision of basic guidelines for land use or development management systems for the municipality. The King Sabatha Dalindyebo Municipality IDP 2011/2012 caters for the provision of strategic objectives to facilitate housing delivery. It also lobbies for funds for the provision of adequate low cost housing in rural areas. This may be done through:

- Revising and implementing the local housing sector plan;
- Lobbying OR Tambo housing department for funds to assist in building houses in rural areas, low cost houses, middle income and emergency houses.
18. **Conclusion**

This chapter has discussed the policies and guidelines which must be followed by National, Provincial, and Local Municipalities in ensuring that all government resources, especially at the local government level, perform their responsibilities effectively and efficiently for the smooth running of housing delivery.

The legislation provides an excellent opportunity for the elected councillors and appointed officials to fulfil their mandate to the fullest, to deliver houses to the people and promotes development to improve the lives of all South Africans, especially the poor.

The legislation guides all levels of government to conduct financial activities and other responsibilities of departments in a professional, open, transparent and accountable manner, for the smooth running of all activities and programmes of various government levels.

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**CHAPTER 3 - RESEARCH METHODOLOGY**

Research involves the application of various research methods, techniques and procedures in order to scientifically obtained and present knowledge (Kruger and Wellman, 2001: 2).

This chapter focuses on the research methodology. It deals with research methods and procedures used during the study. It addresses the research design, population and sampling, ethical standards, an overview of Mthatha town, and brief background of Bongweni A/A.
1. Research design

Research methodology includes structuring and execution of research, with emphasis on the research process. The research design used in this study included a quantitative study, where a survey was quantitatively or statistically examined. The second component is a qualitative aspect where municipal officials were interviewed. Research involves the application of methods and techniques in order to create scientifically obtained data (Kruger and Wellman, 2001: 2). In this regard, the researcher used questionnaires and interview questions in collecting the data.

Stuart and Wayne (1996: 46) describe research as covering things that no one knew and creating things that never were. It is a lifelong process: discovery and creations lead to new discoveries and creations. In simple terms, research is about answering unanswered questions.

Kruger and Wellman (1999: 46) are of the opinion that research design is the plan according to which one attains research objects and collects information. In it, one describes what one is going to do with the participants, with a view to reaching conclusion about research problems.

Kobus (2007: 70) states that a research design is a plan or strategy which moves from underlying philosophical assumptions to the data gathering techniques to be used, selection of respondents, and the data analysis methods. The choice of research design is based on the researcher’s assumptions, research skills and research practices, and influences the way in which the researcher collects data.

2. Population and sampling

Population is a group or class of subjects, variables concepts or phenomena (Dominic and Wellman 1983:57).

Stuart and Wayne (1996: 3) state that a population is any group that is the subset of a research interest. A subset of the population is called a sample. The researcher focused on 30 people who were waiting for their houses and those already occupying houses as
beneficiaries as the study participants. Further, 2 municipal officials were interviewed with the permission of the municipality.

Sampling refers to the process of selecting a portion of the population to represent the entire population. Yin (1994: 54) describes a sample as a subset of the population selected to participate in the research study. Graziano and Raulin (1997: 114) describe a sample as a subset of people drawn from that population.

Random sampling was used in the study of 30 people. This method is considered to be suitable for this study since it represents the population being studied. Graziano and Raulin (1997: 114) argue that the advantage of using this sampling method is that it serves as a procedure for selecting subjects from the population, where each subject has an equal chance of being selected. Stuart and Wayne (1996: 31) also recommend random sampling as the basic principle which is used to try to avoid bias in a sample. Random selection ensures that each member of the population has an equal chance of being included in the sample.

As mentioned above, 30 people regarded to be the beneficiaries and prospective beneficiaries of housing represented the study sample. Two relevant municipal officials formed part of the study as well. The two municipal officials who voluntarily participated in the study were interviewed using different interview questionnaires from those of the housing beneficiaries and prospective beneficiaries. Permission from the institutional head and participants was granted before undertaking the study. Access of information of prospective beneficiaries was also granted to the researcher.

The researcher preferred the random sampling method because of its reliability, accuracy and high degree of representation of the population under study. This sampling method has two versions of sampling: the simple random and stratified random sampling. The researcher opted for simple random sampling method which is an example of probability sampling. This sampling method means all groups of housing beneficiaries in the area have an equal chance of being selected to participate in the study. As the target groups were the beneficiaries already granted housing benefits and
those on the waiting list, the researcher coded with numbers each address of the house under the study and placed them in a container, and then randomly selected 15 numbers as a sampling group of beneficiary participants. Those on the waiting list, their names were also coded with numbers and put into a container. The 15 numbers selected by the researcher were considered participants of the study. Fortunately, all identified participants were traceable and they participated in the study.

3. Limitations of the study

The study was conducted in Bongweni A/A in Mthatha. Bongweni is a small tribal authority area west of Mthatha, and is part of KSD Municipality. KSD is a largely rural municipality with more than 75% of its households residing in traditional types of settlement. Rural areas are characterized by large tracts of land under traditional authorities.

The research results were established from a small sample of residents, although these were randomised. Further research may be required to verify these findings.

Only one municipal area was investigated, so the results of the research cannot necessarily be used to generalise about other areas.

The research was done to people with a low level of education and that made it difficult for them to respond fully to the questionnaire administered to them, the researcher has to translate it into the language they understand better which was IsiXhosa to facilitate communication.

The response from the municipal officials did not give a true reflection of the prevailing situation at Bongweni A/A. They are defending themselves because they do not want to be seen as failures. They just tell what they want you to believe, this make it difficult for the researcher to find the root cause of the problems.
4. **Ethical consideration**

Imenda and Muyangwa (1996: 145) state that ethics refers to the system of moral values and addresses the degree to which the research procedure adheres to the professional, legal and social obligations of the participants.

Stuart and Wayne (1996:45) say that in order to do this one must avoid doing harm to people and guard against physical and psychological damage. People have a right to privacy and the researcher must keep data collected confidential.

There should be an informal contract between the researcher and respondents. This does not necessarily mean a written document but an agreement binding a researcher to respect, for instance informants’ anonymity.

Apart from instrumentation and procedure concerns, collecting data from people raises ethical concerns where respect and privacy are paramount. The researcher, therefore, requested and obtained permission to conduct the research from KSD Municipality participants who were invited to participate in the study. Subjects were informed of their rights to participate voluntarily and anonymity was guaranteed.

5. **Bongweni A/A ward project**

Bongweni A/A is an area in the KSD Municipality. This area was occupied by people who came from different places to seek employment opportunities in Mthatha. These people have occupied this area since the late 1990’s. They have been living in difficult conditions for more than 20 years. They have been promised houses by past and present counsellors. Few of the houses were built and some were left unfinished for reasons unknown to the community residents. The people occupying the few completed houses complained about the houses’ poor quality. It is against this background that the researcher decided to conduct a study of this problem.
6. **Conclusion**

This chapter discussed the various steps and activities applied in collecting data, regarding the housing delivery in Bongweni A/A. Questionnaires were used to collect information. Ethical standards were also discussed, for instance freedom of choice to participate and guaranteeing of the participant's confidentiality.
CHAPTER 4 - DATA COLLECTION AND INTERPRETATION

1. **Introduction**

   This chapter focuses on data collection and analysis. It outlines the procedure followed to collect the data for the study, and how the data was analysed.

2. **Data collection procedure**

   Data was been collected through questionnaires and structured interviews. Both methods outline different types of questions with a number of possible answers on some of the questions to be answered by the respondents. Some questions were open ended while others had leading questions/statements and possible answers from which the respondents had to choose their answers.

   Questionnaires were developed and distributed to 30 participants by the researcher. All the participants are reside at Bongweni A/A. Each participant filled out one questionnaire. All the completed questionnaires returned to the researcher. This represents a 100% response rate for the survey. Two municipal officials were interviewed separately.

   A sample of the questionnaire is attached as Appendix.

3. **Data analysis**

   Data has been analysed through a statistical analysis system (SAS). The results of the analysis are given below

   1. **Awareness of the party responsible for providing houses**

      When respondents were asked if they knew who was responsible for providing houses in their area the following data was obtained:
Table 1

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18</td>
<td>60%</td>
</tr>
<tr>
<td>No</td>
<td>12</td>
<td>40%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 1

Table 1 and figure 1 illustrate clearly that 18 out of 30 respondents, 60% knew who was responsible for housing development in their area, 40% did not know. It seems, therefore, that some respondents did not have enough information as to when the housing project was initiated as there was no comprehensive consultation.
2. Responses relating to the name of the party responsible for providing houses.

Table 2

<table>
<thead>
<tr>
<th>Responsible person</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of housing</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>Local Municipality</td>
<td>20</td>
<td>66%</td>
</tr>
<tr>
<td>Tribal authority</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>Department of Land Affairs</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 2

Based on Table: 2 and figure: 2 it can safely be concluded that respondents thought that KSD Municipality was responsible for providing houses- 66% of respondents indicated that the local Municipality was responsible for the provision of houses,
whereas 20% chose department of housing, 2% indicated that it was Department of Land affairs, another 2% said it was tribal authority, None indicated otherwise.

3. Waiting period for recipients of houses
When respondents were asked how long the waiting period between applying for and getting a house was, the following data was obtained.

Table 3

<table>
<thead>
<tr>
<th>Period</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Years</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>3 Years</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>4 Years</td>
<td>14</td>
<td>47%</td>
</tr>
<tr>
<td>5 Years</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>Above 5 years</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 3

Table 3 and figure 3 show clearly that many respondents (47%) waited more than 4 years to receive their houses, whereas 20% took 3 years; 13% indicated 5 years; and
another 13% said they had waited more than 5 years. Based on the above information one can conclude that the waiting period for most beneficiaries (73%) was more than 4 years.

4. Perception about waiting period

The research shows that there are different perceptions about the waiting period. The responses are indicated below.

Table 4

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>26</td>
<td>87%</td>
</tr>
<tr>
<td>No</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 4

Do you think it took long to get the house?

- Yes: 87%
- No: 13%
Table 4 and figure 4 show clearly that majority of respondents with 87% agreed that it took them a long time to get their houses, whereas only 13% seemed to have no problem with the waiting period.

5. Causes of the delay in the provision of houses

Table 5

<table>
<thead>
<tr>
<th>Reason</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delayed by Municipality</td>
<td>5</td>
<td>20%</td>
</tr>
<tr>
<td>Delayed by the contractor</td>
<td>16</td>
<td>53%</td>
</tr>
<tr>
<td>Houses were incomplete</td>
<td>3</td>
<td>10%</td>
</tr>
<tr>
<td>Houses were vandalized</td>
<td>6</td>
<td>17%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 5

The responses above suggest that respondents thought that the delays in Bongweni A/A are mostly caused by contractors. This is shown in table 5 and figure 5 above.
53% pointed to the contractor while 20% believed that delays were caused by vandalism, 17% blamed the local Municipality and 10 % indicated that the reason for them not getting their houses on time was that their houses were incomplete. Based on the above information is it clear that almost all factors mentioned above were seen by respondents to be the reasons that caused beneficiaries to wait too long to get their houses.

6. **State of the houses when they were occupied**

When respondents were asked if they waited for building of their houses to be completed before occupying them, the following responses were obtained.

Table 6

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12</td>
<td>40%</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>60%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 6
Table 6 and figure 6 indicate that 60% did not wait for their houses to be finished before occupying them. 40% waited for their houses to be completed before occupation. Therefore one can conclude that beneficiaries were impatient with the delays and decided to occupy their houses before they were given permission to do so.

7. **Reason for premature occupation**
The following responses were obtained when respondents were asked why they decided to occupy houses before they were completed.

Table 7

<table>
<thead>
<tr>
<th>Reason</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vandalism</td>
<td>12</td>
<td>40%</td>
</tr>
<tr>
<td>Homelessness</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>Theft</td>
<td>10</td>
<td>33%</td>
</tr>
<tr>
<td>Illegal occupation</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 7

![Pie chart showing reasons for premature occupation]
Table 7 and figure 7 above illustrate that there were various reasons which caused people to occupy their houses before they were completed. Among those reasons, 40% said they decided to occupy houses to prevent the high rate of vandalism, 33% were forced to prevent theft, 20% indicated that they occupied them because of illegal occupation, 7% were under pressure because of homelessness. This indicates that there were no security measures in place.

8. Problems attributed to the conditions of occupied houses
The majority of respondents indicated that they had problems with the condition of occupied houses. This is indicated in the following table and diagram.

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>24</td>
<td>80%</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 8

Do you have a problem with your current house?
- Yes: 80%
- No: 20%
Eighty per cent (80%) indicated that there were many problems with regards to housing of Bongweni A/A, while 20% did not indicate any problems, but the analysis is very clear that most respondents had experienced problems with their houses.

9. Problems associated with occupied houses

Table 9

<table>
<thead>
<tr>
<th>Major problems</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flooding</td>
<td>10</td>
<td>33%</td>
</tr>
<tr>
<td>No water</td>
<td>5</td>
<td>17%</td>
</tr>
<tr>
<td>No electricity</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>Drainage</td>
<td>11</td>
<td>37%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 9

If yes what are major problems facing you with your current house?

- Flooding: 33%
- No Water: 17%
- No Electricity: 13%
- Drainage: 37%

Figure 9
The drainage problem seemed to be the most handicapping factor as 37% indicated this, while flooding was at 33%, 17% complained about non-installation of water and 13% about electricity. In terms of the Constitution of the Republic of South Africa (Act 108 of 1996) some of these problems are the basic needs that people are entitled to. This indicates that their needs were not met.

10. Assistance towards problems associated with occupied houses
When respondents were asked if they were able to get assistance with regard to problems associated with occupied houses, the following data was obtained.

Table 10

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18</td>
<td>60%</td>
</tr>
<tr>
<td>No</td>
<td>12</td>
<td>40%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 10

Did you get assistance with regard to your housing problem?

- Yes: 60%
- No: 40%
Sixty per cent (60%) agreed that they had received assistance, whereas 40% disagreed. Based on the above table, it can be concluded that the majority confirmed that they did get assistance, but a substantial portion did not.

11. Data relating to the sources of assistance

Table 11

<table>
<thead>
<tr>
<th>Responsible party</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Municipality</td>
<td>14</td>
<td>46%</td>
</tr>
<tr>
<td>Department of housing</td>
<td>8</td>
<td>27%</td>
</tr>
<tr>
<td>District Municipality</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>Trained local people</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Table 11 and figure 11 show that the majority of the participants who received assistance received it from the local municipality. Participants responded as follows: 46% indicated that their local Municipality provides assistance, 27% chose Department
of housing, 20% felt that the District Municipality had a role to play, and the remaining 7% believed that local people should or do help. This suggests that most beneficiaries are not sure exactly who is supposed to help them.

12. Levels of satisfaction about the quality of delivered houses

When the respondents were asked how they felt about the quality of the delivered houses, the following data was obtained:

Table 12

<table>
<thead>
<tr>
<th>Feelings</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very happy</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Happy</td>
<td>7</td>
<td>23%</td>
</tr>
<tr>
<td>Not happy</td>
<td>23</td>
<td>77%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 12

Table 12 and figure 12 indicate that the majority of participants, 77%, were not happy with the quality of their houses, while 23% were happy. It is clear, though, that the quality of houses in Bongweni A/A was not acceptable to most beneficiaries.
13. The expectation of respondents

It appears that the expectations of the respondents were not met, when asked if their expectations had been met the following data was obtained:

Table 13

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not met</td>
<td>30</td>
<td>100%</td>
</tr>
<tr>
<td>Met</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>30</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 13

Table 13 and figure 13 reflect that all respondents agreed that their expectations were not fully met.
14. Details relating to the expectations of respondents

Table 14

<table>
<thead>
<tr>
<th>Expectations</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To be capacitated with skills</td>
<td>12</td>
<td>40%</td>
</tr>
<tr>
<td>To get house in time</td>
<td>6</td>
<td>20%</td>
</tr>
<tr>
<td>To get house in good condition</td>
<td>8</td>
<td>27%</td>
</tr>
<tr>
<td>To be involved in project</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>30</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Figure 14

15. Proposed solutions to problems associated with housing in Bongweni A/A

Table 15
Table 15 and figure 15 reflect suggestions of the participants in order to improve housing delivery in Bongweni A/A.

The above tables indicates that the majority, 53%, suggest that proper planning is very key, whereas 27% suggests involvement of local people, 13% suggest more funding, 7% think that monitoring and evaluation could be very important.
4. **Findings from municipal officials**

The following are the responses from the Municipal Officials when they were asked about housing backlogs in Bongweni A/A.

The municipal heads mentioned that the following contributed to housing backlogs:

- Employment of incompetent officials;
- Lack of institutional capacity caused by political driven appointment of municipal officials;
- Defiance of rule of law with endless labour disputes litigation;
- Political interference on municipal administration;
- Attempts at settling political scores; and
- Problems related to land acquisition;

5. **Conclusion**

This chapter sought the views of the people about factors affecting housing delivery in Bongweni A/A in Mthatha. It is clear from responses given by the people that they were not satisfied with the manner in which housing services were being rendered. They also had ideas about what could be done to speed the process up as far as the completion of houses was concerned.

The informants pointed out they were not happy with the quality of the work when these few houses were built, saying that the building process was very slow. They mentioned predicaments that slowed down the building process.

The research shows that people became impatient and occupied houses before they were completed, blaming contractors for the delays. There was a variety of responses regarding the assistance to overcome housing problems – some, for instance, pointed out that little help had been offered by the local Municipality. The respondents also offered some views on the improvement of housing delivery, including inter alia, proper planning and proper monitoring and evaluation.
CHAPTER 5 – RECOMMENDATIONS AND CONCLUSION

1. Introduction

The previous chapter has indicated that there are challenges that affect the housing delivery in the province of the Eastern Cape. This is indicated by the findings of the research conducted in Bongweni A/A, Mthatha.

This chapter focuses on recommendations relating to findings and a conclusion is presented.

2. Findings and recommendations

Noting that the residents of Bongweni A/A in KSD were not given the opportunity to participate in the housing project and subsequently did not have adequate knowledge about the project, public participation in housing projects should be enhanced in planning and implementation of housing development. It is very important that people should be given a chance to articulate their needs, demands and interests.

In addition to dissatisfaction expressed about huge housing backlogs, poor and disadvantaged people are still congested in one bedroomed houses. The government should accelerate the provision of more decent and spacious houses. Municipalities should play a larger role in planning, development and implementation of housing projects. Before and during implementation processes creation and promotion of job opportunities, enhancement of training opportunities, skills development, identification of talent, before and during implementation processes, should be the priority to promote black empowerment for the effective and efficient housing delivery.

Public participation should be enhanced by engaging all stake holders in community projects. Community forums can play a vital role in this regard. In order to facilitate community empowerment and sustainable development, there should be strengthening of the institutional capacity in local government. This can improve productivity and the quality of housing development.
Financial and technical resources should be made available to ensure long term sustainability of this infrastructure and that decent housing settlements are put in place.

The findings of the research indicate that the local municipality relies on the expertise of contractors, and therefore the municipality must ensure that service providers who are contracted to provide technical or specialized services should transfer skills to the local people. In order to minimize vandalism and theft, a sense of ownership of assets, such as home ownership should be promoted.

Municipal officials should be equipped with skills and rules must be clear to municipal officials so that they know what is expected of them. There should be close relations between the municipality and tribal authorities for the smooth running and understanding when it comes to the acquisition of land. There should be also consequence management to instil discipline with municipal officials and political leaders.

A code of conduct for the public service should be part of regulations for every public servant. Law to fight corruption such as the Promotion of Access to Information Act (PFMA) should be made accessible to the general public.

The South African Police Service and National Directorate of Public Prosecutions should not underestimate the levels of corruption in the public service. They should act decisively against corrupt officials.
3. **Conclusion**

Considering constitutional requirements and legislation relating to the provision of housing and basic needs like electricity, clean water and sanitation, decent houses, access to roads and infrastructure, it appears that the government has not fully accomplished its objectives. There are many factors that affect service delivery, particularly at local level, like the lack of capacity to monitor and evaluate service delivery.

The management of local Municipalities should play a leading role in making sure that proper planning, procurement processes, commitment, monitoring and control measures are put in place. The tensions between the elected politicians and appointed officials should be well-managed, because they impact negatively on service delivery. In order to achieve this, local municipalities must make sure that all stakeholders are part and parcel of service delivery. Housing development should focus on the areas that were neglected in the past, particularly rural areas where most people are poor and vulnerable.

From the information gathered during municipal interviews it seems they are aware of the problems related to housing problems in Bongweni A/A. They also promised that they are working very hard to overcome challenges that are facing residents of Bongweni A/A.

Gaps have arisen between the introduction of new policy measures, legislation, guidelines and procedures and their applications, including a lack of institutional coherence around key aspects, such as the introduction of beneficiaries’ contributions. In some instances severe disruptions have been caused by policy shifts and uneven application of policy. It has been acknowledged that the introduction of policy changes or amendments may cause slowdowns in delivery as the changes are implemented and system developed. The subsequent alignment resulting from revisions to housing policy and legislation may lead to uneven expenditure patterns.

The uneven implementation of policies in different provinces may result in the inadequate enforcement of policy directives in local government. Uneven capacity has
also had an impact on housing delivery. Capacity constraints exist at all levels of government, but have been experienced most acutely at the local government level. The ability of local government to facilitate housing development is threatened by lack of capacity, innovative planning principles, monitoring, availability of land and infrastructure, and a dedicated group of contractors and government officials.

The Constitution of the Republic of South Africa (RSA), 1996 requires that the municipalities to ensure that the machinery of government, especially local government, discharges its responsibilities effectively and efficiently. The local government elections are an important milestone for South Africans. They provide an opportunity for newly elected councillors to fulfil their mandate to the best of their abilities and to deliver quality services and promote development to improve lives of all South Africans. Corruption and financial mal-administration can result in negative perceptions about councillors and municipalities. The administration and other levels of government need to conduct the financial activities of the municipalities in a professional, open, transparent and accountable way for the smooth running of all the activities and programs of local municipalities.
BIBLIOGRAPHY


OR Tambo Integrated Development Plan (2011/2012).


APPENDIXES

INVITATION TO PARTICIPATE IN THE STUDY

To : Participants
From : M. Hlazo
Date : April 2013

Sir / Madam

Invitation to participate in the study problems

I am currently doing masters in Development studies at NMMU. I am conducting a study on problems of housing backlogs at ward 4 Bongweni A/A Mthatha.

If you will be so kind, it would be very useful if you could complete the attached questionnaire.

Please be assured that information given by you will be treated as confidential, you need not mention your name on the questionnaire and your participation is voluntary.

Yours truly

M. Hlazo (Researcher)
REQUEST FOR PERMISSION TO UNDERTAKE RESEARCH

To : Participants
From : M. Hlazo
Date : April 2013

SUBJECT : REQUEST FOR PERMISSION TO CONDUCT A RESEARCH.

Sir / Madam

Request for permission to conduct a research

I am enrolled at NMMU for Master Degree in development studies. I would like to conduct research in your community. The subject of my research is on housing backlogs at Bongweni A/A (ward 4)

I request your permission to allow me to conduct research in your Municipality. Participation of respondents will be voluntary. The identity of participants will be confidential and no identifying information will be included in the final report.

For further information contact me.

I thank you

Yours truly

M. Hlazo (Researcher)
REQUEST FOR PERMISSION TO UNDERTAKE RESEARCH

To : Institutional Head– KSD Local Municipality

From : M. Hlazo

Date : April 2013

SUBJECT : REQUEST FOR PERMISSION TO CONDUCT A RESEARCH.

Sir / Madam

Request for permission to conduct a research

I am enrolled at NMMU for Master Degree in development studies. I would like to conduct research in your community. The subject of my research is on housing backlogs at Bongweni A/A (ward 4)

I request your permission to allow me to conduct research in your Municipality. Participation of respondents will be voluntary. The identity of participants will be confidential and no identifying information will be included in the final report.

For further information contact me.

I thank you

Yours truly

M. Hlazo (Researcher)
QUESTIONNAIRE

1. Questionnaire administered to the beneficiaries and prospective beneficiaries of houses in Bongweni A/A in Mthatha KSD Municipality.

   Please put x in the appropriate row.

1.1 Do you know who is responsible for providing houses in your area?

   (a) YES
   (b) NO

1.2 If yes, who is responsible?

   (a) Department of housing
   (b) Local Municipality
   (c) Tribal Authority
   (d) Department of land Affairs
   (e) Other specify

1.3 What was your waiting period before getting your house?

   (a) 2 Years
   (b) 3 Years
   (c) 4 Years
   (d) 5 Years
   (e) Above 5 years

1.4 Do you think it took long to get the house?
1.5 If yes, why do you think it took so long?

<table>
<thead>
<tr>
<th>(a)</th>
<th>Delay by the Municipality</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>Delayed by the contractor</td>
</tr>
<tr>
<td>(c)</td>
<td>Houses were incomplete</td>
</tr>
<tr>
<td>(d)</td>
<td>Other specify</td>
</tr>
</tbody>
</table>

1.6 Did you want for your house to be finished before you occupied it?

<table>
<thead>
<tr>
<th>(a)</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>No</td>
</tr>
</tbody>
</table>

1.7 What made you occupy it before time?

<table>
<thead>
<tr>
<th>(a)</th>
<th>Homeless</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>Vandalism</td>
</tr>
<tr>
<td>(c)</td>
<td>Illegal occupation</td>
</tr>
<tr>
<td>(d)</td>
<td>Theft</td>
</tr>
</tbody>
</table>

1.8 Do you have problem with your current house?

<table>
<thead>
<tr>
<th>(a)</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>No</td>
</tr>
</tbody>
</table>
1.9 If yes what are the major problems you are facing with your current house?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Flooding</td>
</tr>
<tr>
<td>(b)</td>
<td>No water</td>
</tr>
<tr>
<td>(c)</td>
<td>No electricity</td>
</tr>
<tr>
<td>(d)</td>
<td>Drainage</td>
</tr>
<tr>
<td>(e)</td>
<td>Other specify</td>
</tr>
</tbody>
</table>

1.10 Do you get any assistance with regarding to your housing problem?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Yes</td>
</tr>
<tr>
<td>(b)</td>
<td>No</td>
</tr>
</tbody>
</table>

1.11 Who assist you with housing problems?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Local Municipality</td>
</tr>
<tr>
<td>(b)</td>
<td>Housing Department</td>
</tr>
<tr>
<td>(c)</td>
<td>Other specify</td>
</tr>
</tbody>
</table>

1.12 How do you feel about the quality of your house?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Very happy</td>
</tr>
<tr>
<td>(b)</td>
<td>Happy</td>
</tr>
<tr>
<td>(c)</td>
<td>Not happy</td>
</tr>
<tr>
<td>(d)</td>
<td>Other specify</td>
</tr>
</tbody>
</table>
1.13 Were you expectations met?

<table>
<thead>
<tr>
<th>(a)</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>No</td>
</tr>
</tbody>
</table>

1.14 What were your expectations?

<table>
<thead>
<tr>
<th>(a)</th>
<th>To be capacitated with skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>To get your house in good time</td>
</tr>
<tr>
<td>(c)</td>
<td>To get house in good condition</td>
</tr>
<tr>
<td>(d) Other</td>
<td>specify</td>
</tr>
</tbody>
</table>

1.15 What do you think can be done in order to improve housing in your area?

<table>
<thead>
<tr>
<th>(a) More funding needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Full participation of the local people</td>
</tr>
<tr>
<td>(c) Proper planning</td>
</tr>
<tr>
<td>(d) Monitoring and evaluation</td>
</tr>
<tr>
<td>(e) Other specify</td>
</tr>
</tbody>
</table>
Interview Questionnaire Administered to Municipal Officials

1. What is the name of your department and job title?
   _____________________________________________________________

2. Do you work with or have knowledge about the project being studied?
   _____________________________________________________________

3. Has the project under the study met its objectives?

   Tick the appropriate box
   
   Yes
   
   No
   
   Partially or Slightly

4. If yes give reasons for your answer
   _____________________________________________________________

5. If No or partially, what could have caused it not to meet its objectives?
   _____________________________________________________________

6. Are there any current plans or future plans to assist the project under study for sustainability?

   Tick the appropriate box
   
   Yes
   
   No

Thank you for your participation