SCHOOL OF GOVERNMENT

LESSONS FROM SOCIAL HOUSING PROVISION: A CASE STUDY IN ASANDA VILLAGE TOWNSHIP IN STRAND, WESTERN CAPE PROVINCE

Mini Thesis submitted to the School of Government, Faculty of Economic and Management Sciences at the University of the Western Cape in partial fulfilment of the requirements for the master's Degree of Public Administration

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DECLARATION

I, Dumisa Mqikela, hereby declare that this work contained in this mini thesis entitled: '*Lessons from Social Housing Provision: A Case Study in Asanda Village Township in Strand, Western Cape Province*' is my own work, that it has not been submitted for any degree or examination in any other university and that all the sources I have used have been indicated and acknowledged as full references.

Full Name……………………………………………………………

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ACKNOWLEDGEMETS

DEDICATION

This Mini Thesis is dedicated to my Son Oyama Mqikela as he means the world to me as a mother, I want to make him proud this also goes to my parents Sebenzile Mqikela and Ncedisa Mqikela for the intellect taught to our household. Their years of teaching and learning they have taught many generations and left a legacy that will benefit and be treasured by the next generation of young educators and families.

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ABSTRACT

This study investigates problems around provision of social housing with a specific focus in social housing programmes in South Africa. Research is looking at challenges faced by the municipality in making sure housing beneficiaries receive houses of their own. This challenge arises from the ability of government to provide enough and adequate houses to people with housing demand. The government has promised to provide for each citizen a roof over their head however the apparent housing allocation and distribution process has been slow with some parts of the society being excluded from the housing subsidy. Since 1994 after democracy took place, the government has built 1 million houses however this was not enough to secure houses for all, as many individuals are still living in shacks with little or no access to basic services. This paper looks at the challenges and experiences in social housing learnt by housing beneficiaries mainly in the Siyanyanzela Informal Settlement.

A case study of a small informal settlement named Siyanyanzela is located inside the township of Asanda Village in Strand in the Western Cape Province is discussed. Given the challenges with service delivery in South Africa pre-1994 there is constant failure in service delivery post 1994 housing at the core. The existence of this informal settlement comes from the issues surrounding housing demand and service delivery. The government promised to build houses for these people, to date there is still no sign of houses being built. This paper therefore investigates issues around housing provision and implementation in this informal settlement as well as the living conditions by residents living in the area. In addition, experiences and lessons learned in the whole social housing dilemma. The following specific objectives were noted; to assess the number of housing development projects achieved in this area; to determine the number of successful housed beneficiaries against those who are still living in the shacks. To investigate issues and problems in social housing provision wholistically.

Key words: Social housing; Reconstruction & Development Programme; Management Information Systems; informal settlement, back yard dwellers; shacks; service delivery protest; demand and supply, local/ward councillor, community leader.

ABREVIATIONS AND ACRONYMS

RDP   Reconstruction and development Programme

NHNR   National Housing Needs Registrar

NHF   National Housing Forum

DPSA   Department of Public Service & Administration

BNG   Breaking New Ground

UISP   Upgrading Informal Settlements Programmes

SERI   Socio-Economic Rights Institute of South Africa

NHBRC   National Home Builders Registration Council

DOH   Department of Human Settlement

PHP   Peoples Housing Process

HDA   Housing Development Agency

MEC   Member of the Executive Council

PFMA   Public Finance Management Act

HSDG   Human Settlement Development Grant

USDG   Urban Settlement Development Grant

MIG   Infrastructure Grant

NCOP   National Council of Province

Mayco   Mayoral Committee Member

SABC   South African Broadcasting Corporation

ICT   Information Communication Technology

IS   Information System

SANRAL   South African National Road Agency Land

DMA   Disaster Management Act

IDP   Integrated Development Plan

NGOs   Non-Governmental Organizations

RSA   Republic of South Africa

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CHAPTER ONE: GENERAL OVERVIEW OF THE STUDY

1.1 Introduction

Social housing continues to be a concern as the current housing system in South Africa shows signs of maladministration, corruption, and a disappointment to many communities. The objective of this paper is to assess the social housing provision and developmental projects achieved in Asanda Village Township; to establish the number of successful completed against unsuccessful ones, to establish gaps in the provision of social housing to the most need in society. Taking into consideration some of the experiences and lessons learned in the South African housing sector mainly on the government subsidy housing projects. A case study of a small township named Asanda Village in the Western Cape is evaluated. This chapter discuss the background of the study; the problem statement; the rationale of the study; aims and objectives of the study; research questions; chapter outline and finally the conclusion of the chapter as well as clarification of concepts.

1.2 Background

According to (Van Der Westhuizen, 2015), the current democratic government inherited a dysfunctional society characterised by racial separation, inequalities and poverty and unemployment. The government introduced strategic programmes such as the Reconstruction and Development Programme (RDP) to address the social fault lines and create a better life for all. Van Der Westhuizen (2015) states that millions of South Africans lived below the poverty line due to poor economic development and service delivery backlogs in the public service and requires urgent attention. The Department of Public Service and Administration (DPSA) 1998/1999, highlighted the following challenges namely service delivery programmes were archaic and inefficient; the level of economic development was characterised by high unemployment, high public debt commitment and declining resources for public service delivery.

South Africa plays an important role in a global economy, which demands a high level of efficiency and effectiveness in the public sector. The Presidential Review Commission Report (1998:1 in Rakate, 2007:17) indicated that the principal features of the apartheid bureaucracy included the following: a rigid racial and ethnic segregation, fragmentation, duplication and waste, poor and outdated management practices. A regulatory bureaucratic culture with lack of accountability and

transparency, poorly paid and demotivated staff, and conflict in labour relations (Rakate, 2007: 17). The Republic of South Africa Constitution of 1996 (Act 108 of 1996) was a rights-based constitution and a radical shift from the previous racially based regime. The Constitution of 1996 in particular advance the concept of 'government by the people for the people'. This signifies a government that will listen to the people and change their reality. The challenge though was that the previous regime ignored and failed to provide basic service to the majority black South Africans. They lived in absolute squalor in informal settlements with no basic services such as water and sanitation. The newly elected government was confronted with the challenges of inequality, unemployment, and poverty. To realise the ideals of the Constitution of 1996 the democratic government adopted the strategy of a developmental state.

A priority area for government was to improve the living conditions by fast tracking and improving the quality-of-service delivery. The major reasons made it necessary to transform and to reorganize the public service to reflect the true demographic features of the country and able to implement the transformation agenda of the state. According to the DPSA report (1998/1999), the challenge was to create a new organisational ethos, create a shared vision, establish new work ethics, and bring services closer to people (Rakate, 2007: 17).

However, the urgent and immediate task was to move the people away from the poverty traps to better living conditions that is providing quality houses with basic services such as water and electricity. Given the great inequalities that existed in the public service under the apartheid era, the one main priority of the transformation process was to ensure effective and efficient service delivery and representative democracy (Rakate, 2007: 18). During 1994 elections the government promised to provide people with the access to basic services such as water, electricity, and housing development. This was to draw people out of poverty traps and inequality mainly to provide a better life for all. Fundamental to the success was to transform the old apartheid public service into a people centred public services able to transfer society into a new social order of a better living conditions particular for the poor and marginalised.

The post-apartheid government faced the responsibility of transforming the public service into the democratic structure capable of implementing developmental and transformative role. The 1996 South African Constitution outlines the principles guiding public sector reform and transparency which will be discussed later in the chapters. The objective of transformation was to change the old public service to one that was inclusive of all. The objective of transformation was to also change old policies and systems to new government policies that of a democratic state (Mashamaite, 2014). Regardless of the challenges experienced over the years, the government managed to transform the country into a democratic state in different ways possible.

The Reconstruction and Development Programme was the key program to undo the past separatist reality and deliver quality basic services. The current policy on housing is aimed at giving effect to the constitution. Post 1994 several housing policies were developed aimed at fast tracking government ambitious program of ensuring each household to be housed in brick-and-mortar structures. The ideas underlying the housing policy were first discussed in the National Housing Forum (NHF) 1992-1994, a negotiating forum comprising members from business, community, and development organisations (Tissington,2010). When the Government of National Unity was formed in 1994, the NHF engaged in a joint policy development process. The documents that resulted from these interactions were the National Housing Accord, in October 1994, and the Housing White Paper, released in December 1994. The housing policy took place in the context of high degree of unequal society with fast growing and urbanizing population that had large housing needs and backlogs by the market, making housing the greatest societal challenge faced by government under pressure in making this a priority to deliver results (Acolin, 2018).

The reality is, the issue of housing continues to challenge the government in many ways, regardless of the current policies and systems in place, this then concludes there is problems with the processes and procedure in the provision of housing meaning the current housing system still does not fulfil the demanding needs of the citizens. Government needs to monitor and evaluate the current housing system, put measures in place, that are most effective for an example, management information systems, a system that consists of the input, processing, output and control, a platform than can manage process status of housing allocation and delivery mainly to the deserving beneficiaries. This system must not be bias to citizens or communities, must

be able to detect and dethatch, mitigate maladministration, corruption, and mismanagement, including operating in an efficient and effective manner. For this research, it is necessary to embark on the study to understand the issues around social housing provision in the most vulnerable communities such as Asanda Village Township in the Western Cape.

1.3 Problem Statement

Twenty-seven years after the election of the first democratically elected government and placing housing as a key delivery many poor South Africans are still living in informal settlements. The idea behind the study objective is to access the efficacy of the social housing project as many people are still living in shacks or in the informal settlement. The process of allocation and implementation of houses raises numerous concerns and suspicions in the distribution of houses by local government municipalities as it is unclearly defined and un-programmatical, hence the study explores the challenges and gaps in the provision of social housing. The problem is that in many occasions' government officials have been found guilty in the misuse of resources and corruption which may be some of the reasons for inadequate provision of houses and backlogs. According to (Manomano,2016:113) about 1910 government officials was arrested in 2010 because of corruption in the housing projects which amounts to R2 billion in the country of housing projects being lost. Other issues involve maladministration in the housing implementation with more than 20 housing projects being diminished because of corrupt government officials and contractors.

Community showed their dissatisfaction with the state of affair and take to the street. Several service protests on housing delivery have taken place in Asanda Village township between the years 2014 to 2019; due to the problems mentioned above and the lack of government to deliver sufficient houses has resulted to lack of trust by citizens towards government, as people deserve to know their rights about the service they are being offered. The municipality as well as the local government council management lacks communication and involvement in the community needs with little or no level of consultation about the needs of the citizens in this area as there is continued service delivery protests. On behalf of the Asanda Village Township, and other areas such as Nomzamo, Greenfield etc, the municipality needs to provide feedback about the current state of housing delivery in the area and projections going

forward. Some citizens in different communities may argue that government does not seem to pay equal attention to the different communities or areas such as Langa, Blue Downs, Macassar, however it is the role of local councillors to make sure citizens needs are being taken seriously and not for granted as that might cause disruption and violence to the general society. The researcher think it is important for government to take note and to understand by virtue people compare and compete with one another.

The pace in which government is building houses is quite very slow, perhaps there is a reason for that. This study in trying to bridge the gap between the demand and supply of houses, has established a framework for housing input, process, output and feedback, this framework managed under local government management and allocation strategy. This intervention puts local government into a position to formally manage the allocation of houses with series of clear evidence broken down. This must be done with the help of technology and management information systems. Technology plays a pivotal role in changing and expanding economies in such a way that traditional industrial and technological revolutions changed the course of history. This is also evident in many organisations that have adopted technological innovation which has increased productivity, efficiency, customer satisfaction as well as good governance. This means the government needs to implement a service system that works, that is not bias, that is user friendly in the administration and provision of houses under the supervision of local government management. Government housing implementation strategy is not working given the number of social unrest and the increase in housing backlog. The City of Cape Town housing backlog has grown to approximately 500 000 and daily citizens are becoming dissatisfied. The policy regime is in place; however it appears that the implementation thereof remains a huge challenge.

1.4 Research Aims and Objectives

The aim of this study was to assess social housing provision around Asanda Village Township, to explore experiences and lessons learned by housing beneficiaries with the following specific objectives. The following objectives were set

- To conceptualise social housing using different literature on the subject

To assess social housing development projects achieved around Asanda Village Township specifically in the Siyanyanzela informal settlement.

- To examine housing allocation processes to which the municipality has adopted in the distribution of housing.

- To identify gaps in the provision of social housing by the municipality.

- Suggest solutions and recommendations for improvement.

1.5 Research Questions

Primary and secondary research questions were developed

1.5.1 The primary research question was

-What are the challenges prevailing the effective implementation and provision of social housing to the poor and marginalised?

1.5.2 A few Secondary questions were set

- What are the functions and roles of local councils and municipal administrators in local government and their influence in the provision of social housing in this area?

- What extent is the provision of social housing achieved around Asanda Village Township specifically in Siyanyanzela?

- What are the challenges and experiences faced by people living in the informal settlement?

- What is the response from housing beneficiaries about the provision and allocation of housing.

1.6 Limitations and Delimitations

1.6.1 Preliminary Literature

Research has undertaken literature on social housing provision around Asanda Village township, the challenges and lessons learned by the poor and marginalised residents of the area. Further to research the geographical and poor housing quality around Asanda Village township will be discussed in detail in chapter three. Studies on the issue on urbanisation and migration will be discussed in detail in the next chapters. Research will touch on unprecedented social housing dynamics specifically in the

Siyanyenzela informal settlement, the background and geographical information of the area will be discussed. The social and economic status of the area will be briefed. Unemployment and influence on ongoing cycle in social housing will be discussed. The importance of community leaders as representatives of the community as well as gaps in decision making by community leaders in housing service delivery will be touched on. Furthermore, to research challenges and lessons learned by the housing beneficiaries will be discussed and linked to research analysis and interpretation.

1.6.2 Preliminary Research Method

Research methodology was introduced as administrative step in which research was to be undertaken. There are different methodologies to research and the most general and commonly used methods is the qualitative and the quantitative research methods. Van Der Westhuizen (2015) defines quantitative research as consisting of numerical and statistical analysis of data collected from large samples and is systematic in nature. Qualitative on the other side deals with human contact conversation about a specific study or discipline. Furthermore, the researcher can use both methods to add volume to the study normally referred to as mixed methods that is quantitative and qualitative. However, this research has taken the qualitative methodology as research is more incline liked to real life situations that require input and insight from the people selected in the study. further this method was favourable as the researcher was interested in in-depth finding in the field of study which has proven to be the correct method.

1.6.3 Rationale of Study

The main purpose of this research is to inform the government and relevant stakeholders on the need for efficient and effective strategic housing processes that meet and satisfy the demanding needs of the citizens. The important findings and publication of this study will inform policy developments for better and greater strategies for effective housing developments and coordination in the administration and provision of social housing with better ways in dealing with housing needs, complaints, and grievances. The benefit of this study is also open opportunities for access to quality service and takes away poverty in the lives of the poor, this also

brings society closer to economic opportunities with better access to services in the cities such as access to clean water, health facilities and comfortable secured conditions. The study can further be used as continued research in pursuing existing developmental projects to bigger ones with great vision in the future. The study is more focused on the wellbeing and welfare of the citizens, the researcher is confident in the outcomes of this research and that it will contribute great use to government and many communities.

1.6.4 Delimitation of Study

A few factors have been identified such as the Protection of Personal Information Act (POPIA) research was left compromised in some instances where the researcher wanted to ask more questions about participants who were more knowledgeable of the study area and who have been in the struggle during evictions however the other participants could not disclose those details. Research also because of uncertainties with Covid-19 limitations in face-to-face interviews were non-negotiable. The logistics and exchange of information was slightly a challenge for some participants as. Time constrains also had an impact in some areas. However, research was an interesting topic for most of the participants including community leaders, the area of study was easily accessible and interesting environment for research purposes.

1.7 Conclusion

Research has examined social exclusion and control in the context of housing provision by the apartheid government in South Africa, however it is evident in research the current government has made social housing provision as an important policy to encourage democracy, inclusion, and community care for the citizens of the country. By now everyone is aware of the history experienced by the country and its citizens over problems in the past, clearly there had to be transformation implementation to move away from the old rules of the apartheid government. There is no doubt that the old system of government had to change to one that was better and inclusive of all. Strategies had to be implemented and planning had to be done to a greater vision of the country hence the programme for the Reconstruction and Development Programme and other few policies were implemented. However, there is still a lot that needs to be improved especially in the allocation and provision of social housing and a shift in housing policy and service delivery.

1. 8 Clarifications of Concepts

1.8.1 Social housing

Mean rental space or housing managed by the city's social housing partners in terms of the National Social Housing Act, 2008. Social housing is a state subsidies rental housing option aimed at low to medium income earners. The purpose of social housing is to provide good quality and affordable rental housing located in parts of the city (City of Cape Town, 2015).

1.8.2 Unemployment

Unemployment refers to the number of people aged 15 - 65 who have no jobs, people who want to work but cannot find work. This include retrenched people who are waiting to be called for work.

1.8.3 Management Information Systems.

Management information system is a computerized database consisting of information organised and programmed in such a way that it produces valuable important information or reports to maximise effective and efficient level of operation in an organisation.

1.8.4 Informal settlement

Socio-economic Rights Institute of South Africa defines an informal settlement as land that has not been recognised for settlement, it can be defined as land that has been used illegally by informal dwellings located with shacks. This land can either be public or private property.

1.8.5 Shacks

Shacks can be defined as informal settlement that is in the form of informal housing usually located at the back of a formal house and people who stay in these houses are referred to as backyard dwellers. Backyard dwellers are people who live in the informal settlement.

1.8.6 Demand and supply

The relationship between demand and supply is determined by the willingness of the other. Demand and supply are a microeconomic principle used in economics, demand refers to the willingness of the customer, client, person to purchase a product produced at a given price. Supply on the other hand refers on the willingness of the

supplier to produce a product that will satisfy a customer's needs as there is limited resources.

1.8.7 Macro and Micro-environment

Macro environment are those factors that government have no control, factors such as economic, social, ecological, technological. Microenvironments consist of immediate activities that government can control such human resource, financial aspect of the organisation, equipment, and stationery.

1.8.8 Local/Ward Councillor and Community leader

A community leader is a person who represents a specific community. According to Van De Walt a municipal council is a legislative assembly that is legally instituted through its elected members to govern the municipality as an organ of the state and legal entity, that exercise its legislative and executive authority in collaboration with the local community.

A municipality consist of its political structures, its administration, and the community. metropolitans, local and district councils which have legislative and executive powers to make by-laws on all matters relating to service delivery and approval of budgets.

The municipal council appoints a municipal manager/administrator who is responsible for the administration and accounting of the municipality. The administrative responsibilities of the manager include financial management, conducting community participation meetings and making sure there is a service delivery and budget implementation developed with updated monthly reports to determine whether funds are spent in accordance and adjust variances (Van de Walt, 2014 and Constitution of the Republic of SA Act 108 of 1996).

1.9 Chapter Outline

The chapter outline of this study is as follows:

CHAPTER 1: Introduction and Overview of the study
The researcher explains the concept of social housing, the origin and background of social housing. In this topic challenges and dysfunctions around social housing are discussed, the aims and objectives of the study is presented. This chapter also gives insight and oversight on the purpose of research as well as the importance of the study.

CHAPTER 2: Literature review and Theoretical framework

This chapter discuss the theories and policies encompassing social housing in addition experiences, challenges and lessons learned in the provision of housing. This chapter also link literature to the area under investigation as well as to explore further research findings.

CHAPTER 3: Research methodology of the study

This chapter gives an overview the research methodology, sample and research design applied in the collection of data.

CHAPTER 4: Data analysis and interpretation on findings

This chapter focus on data analysis and interpretation on findings relevant to the provision of social housing in the area under study.

CHAPTER 5: Deliberate on findings, conclusions, and recommendations

This chapter focus on research findings, conclusions, and recommendations to improve social housing provision and allocation in the Western Cape.
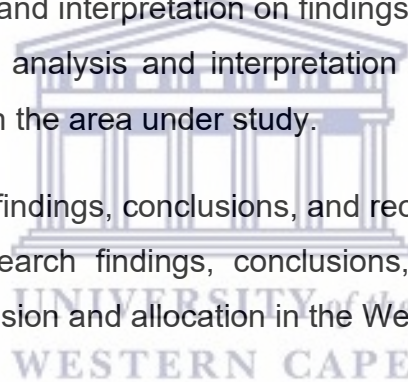
CHAPTER TWO: LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

This chapter discus the literature review which defines the different theories developed by authors around public sector transformation, social housing as the centre and discuss the gaps in the provision of social housing and implementation in South Africa as well as the challenges associated with the allocation and distribution of housing, moreover, explores the background of the City of Cape Town as the place in which research is undertaken.

It is important to highlight the literature review as the most important aspect of research where secondary data and information can be used. According to Quinlan (2015:46) literature provides a skeletal structure that consist of information and similar research aspects by different researchers in the same field of study. Literature in the context of social science refers to research that has already been conducted and published in a recognised formal publication such as books, journal theses, government reports and different media platforms.

2.2 The Public Sector Transformation

Social housing provision in South Africa is the biggest challenge for many municipalities and continues to challenge the government in supplying adequate houses in the different communities. Macro and micro-environmental factors have a negative influence towards the government to deliver enough housing to the people and this is because the government simple has no control of economic changes. The government has no control of global economic crisis and world order that has placed forces of demand in the economy. However, the government responsibility is to respond strategically to the in the global economic through the effective financial management of public resources.

The ultimate vision and goal of the democratic government since 1994 had been and is still the transformation of the public service to reach its goal as the efficient and effective road map to deliver fair and quality services to the people and to drive the country's economic and social development. However, in governments' effort to deliver to its promises it has not been easy with the macro and micro-environmental challenges.

For this research, it is important to note that the vision and mission of the housing policy was impressive in that most of the policies were optimistic. However, the design and the establishment of institutional arrangement for housing delivery was not thought through rather left unclear, and for this reason housing delivery remain a challenge even in the current years of freedom (Mackay, 1999). Notwithstanding the changes made by government thus far, it is thus necessary to understand the importance of this initiative and how it has contributed and changed the lives of many South Africans. Over the past 23 years since the formation of the Republic of South Africa during the 1994 elections, there has been constant transformation taking place and being observed within local government is transforming itself from what can be regarded as a "Pre 1994" system to one that can be regarded as a "Post 1994" system (Van de Walt, 2014:8). In this regard local government post 1994 undergone a systematic transformation to establish a new system of back-to-back municipalities to give effect to the mandate captured within the Constitution of 1996.

For many years in South Africa, social housing has always been the most vexing challenge in the country, with government trying to deliver enough housing to the people at the local level, however this remains a challenge that government cannot seem to eradicate. Social housing is as a major concern and stands as the most basic need that human beings require according to Malow hierarchy of needs. This basic human need is recognised within the Republic of South Africa Constitution to such an extent that every human being has the right to proper housing with proper facilities such as water, hygiene, electricity, and safety. In addition, in the South African Constitution stipulates the right to adequate housing in section 26 of the bill of rights. Government promulgated several acts and policies to give effect thereto. In this regard the Housing Act 107 of 1997 and the National Housing Code, developed policies and intervention to guide social housing strategies such as the Reconstruction and development programme to put systems in place to create ways to improve efficient and effective ways to cover the gaps in the distribution of housing (, 2013).

The evidence shows that a shift in the delivery of social housing in South Africa has been improving compared to the apartheid era. This is due to the positive contributions of democracy and structural reforms that have taken place within institutions of local government after the national government elections took place in April 1994. Since then, social housing has become a priority area and the most necessity in the lives of

many South Africans. It is important to define concept of social housing and policy framework.

2.3 Social Housing and Policy Framework

According to (Casey and Dawkins, 2017: 427) the concept of social housing need should be examined in an economic perspective of housing demand. Housing demand relates to accommodation for which people have the willingness to pay and can afford. However social housing need refers to the shortage in the quantity of housing required to provide each household as opposed to demanding desire or want.

Acolin (2018) argues that the social housing policy took place in the context of high degree of unequal society with fast growing and urbanizing population. This resulted in a large housing need which exceeded the pace of delivery resulting in backlogs. Social housing delivery is the greatest societal challenge and place government under pressure in making this a priority to deliver results. Social housing refers to housing units which are within affordability level of the average and low-income earners that is 30% of the gross family income, social housing also refers to government subsidy in housing projects to secure economic development and social services for the poor (Socio-Economic Rights Institute of South Africa, 2013).

According to Socio-Economic Rights Institute of South Africa, housing subsidy is a single payment grant made by government in providing housing to qualifying beneficiaries, the grant is paid in cash to new subsidised housing developers which then is transferred to the names of the beneficiaries in the deed's office. A title deed is legal document that shows evidence of ownership of property. Social Housing Act 16 of 2008 provide a legal framework for the implementation of the social housing policy, stipulated in the 2009 National Housing Code. Social housing is a rental option for low-income persons whose household income is between R3500 and below R7500 per month. Social housing provides funding to established institutions which develop, hold, and administer affordable units within identified restructure ring areas. The Subsidies are provided to institutions based on the number of low-income households approved in a specific housing project (Socio-Economic Rights Institute, 2013: 20). The Department of Human settlement prescribe the regulatory process that must be followed to identify the qualifying beneficiaries and the process to be followed.

According to the Department of Human Settlement, the National Housing Needs Registrar is made available to municipalities to register citizens of their needs to adequate housing. The system consists of reliable data on housing demand to enable efficient and effective administration of housing projects. The information required by the NHNR include (ID numbers, nationality, marriage status, age, gender, and number of persons living in the household, moreover questions around preferred housing type such as (RDP, rental, or bond housing) as well as preferred location is information collected by the NHNR. Furthermore, the NHNR collects information on a person's access to water and sanitation, educational and employment details. The NHNR gives a clear indication to the Department of Human Settlement and housing developers of the type of housing structures or construction with the budget estimates based on data collected on the NHNR project on the total number of applications registered. The NHNR is an instrument made available to all the accredited municipalities to utilize when capturing the needs of citizens for adequate housing. The instrument was designed and implemented to address the issue of fraud, corruption, and maladministration in the allocation of subsidies. However, the issue of housing is a long challenging process on its own, the government must figure out ways to make the system work or adapt to other ways that are efficient in this housing problem (Socio-Economic Rights Institute, 2013: 31). The process though does not consider the increasing demand for social housing and the limited budgetary allocation available. The expectation is created amongst society that each applicant will be able to receive a house within a short space of time. The unrealistic expectation results in community dissatisfaction and social unrest.

Acolin (2018) defines a shift towards the demand side initiative came to exist due to capital intensive nature of providing housing, with negativity in programs that delivered poor quality units and the fact that maintenance cost was never taken into consideration. In essence the author is of view that the focus is primarily on the construction side however very little if any is on the maintenance of the asset. This lack of focus itself has unintended consequences that the building over time becomes dilapidated. There have been several major shifts in housing policy over the past few years (Rust 2003). Although not as dramatic as shifts in land policy, these have changed the form and process of subsidised housing in three ways.

2.3.1 A Movement Towards Quality Not Quantity in Housing:

The African National Congress promised that it would supply a million houses in five years resulted in the building of as many houses as possible in a short period of time. This compromised the quality of houses developed. This was particularly evident in the first phase of housing delivery under the Reconstruction and development program. During the monitoring and review process several challenges were identified regarding poor quality workmanship and oversight. In response thereto, the Department of Human Settlement (DoH) introduced the Housing Act 107 of 1997 to bring about minimum norms and standards in subsidised housing. Further to this, in April 2002 the Department extended the National Home Builders Registration Council (NHBRC) warranty scheme to all low-income housing. This means that all housing constructed under the subsidy scheme must be built by a developer or builder who is registered with the NHBRC, which is responsible for addressing building defects where they arise. The significant costs and administrative requirements attached to this tend to keep smaller developers out of this market, notably so in rural areas (Department of Human Settlement).

2.3.2 The Introduction of The Peoples Housing Process:

To increase both the quality of houses built and beneficiary responsibility for housing, DoH in 2011/2012 introduced the concept of the Peoples Housing Process (PHP). The PHP places emphasis on beneficiary's involvement in the housing process by, for example, encouraging them to choose their own builder or even build the house themselves. This has mostly resulted in the erection of bigger top structures and increased levels of satisfaction by beneficiaries (Department of Human Settlement). This programme promotes and support households that wish to enhance the subsidies they receive in terms of the housing subsidy scheme by building their homes themselves. Such households engage involving and outsourcing private local contractors. The programme provides financial resources, project management, logistical and administrative support.

2.3.3 A Shift Towards Rental /Institutional Options:

DoH increasingly considers that individual ownership is not a priority for all subsidy applicants. It now places far greater emphasis on using the institutional subsidy to provide rental or temporary title. This gives beneficiaries the flexibility to leave their

subsidised accommodation if their needs change. The institutional option could be used by rural dwellers who cannot rely on having a long-term attachment to a specific location, for example, farm workers or mine workers. In these instances, an institution could be established to develop and manage housing in proximity to places of work, using the institutional housing subsidy. Whilst living in the accommodation, the beneficiaries would be registered as having received a housing subsidy, however when they leave the accommodation, their names would be removed from the housing subsidy database. They could then go on to access another housing subsidy in another location. The housing institution would be responsible for finding substitute beneficiaries to fill their places. This option would allow large-scale agricultural enterprises to accommodate farm workers in subsidised accommodation. At the same time, farm workers would retain their rights to access another housing subsidy if they were to lose their employment on the farm. Despite the odds, the issue of housing remains a challenge and continue to become burden in many communities (Department of Human Settlement).

In addition Acolin (2018), explains the definition of adequate housing in the housing white paper, that housing does not only look at the physical aspects of the units merely the location, employment and access to local public goods is also very much important for the following reasons, a survey of beneficiaries identified level of dissatisfaction in the quality of units and location of the houses, in this survey many of the beneficiaries sold their houses for lower price than the capital subsidy, this then raised other concerns relating to housing While the fundamental policy development principles introduced by the white paper, speaks about a shift in the housing policy, a comprehensive plan for the creation of sustainable human settlement commonly known as Breaking New Ground was introduced in 2004.

2.3.4 BNG Housing Policy

The Breaking new Ground (BNG) Policy was amended to establish a sustainable human settlement, increase the quality and sizes of houses as well as provide more choice in housing designs and tenure. The BNG is also a policy initiative aimed to create sustainable informal settlements a potential housing mechanism initiated in upgrading housing development strategies included the in situ upgrading informal settlements programmes (UISP) as well as to increase the quality and size of houses and to provide optional avenues in housing types and tenure, moving from developer

driven housing delivery to municipal housing delivery (Socio-Economic Rights Institute, 2013).

The housing subsidy was the key instrument used by the government to develop housing for low-income households and still is. There are five main subsidy mechanisms: individual, project-linked, consolidation, institutional, and rural subsidies However, the focus of this research is based solely on individual subsidy and project-linked consolidation. The policy was created to expand housing potential instruments, to improve the lives of many South Africans, for an example, upgrading informal settlements (UISP) with most basic services such as sanitation, water, and electricity. This policy targeted to upgrade 400 000 households in informal settlements 2014 signed by the presidents and the minister of Human Settlements. However, the issue of housing remains a challenge for many municipalities as there is continued struggle in the distribution and service in many communities.

2.4 Theoretical framework

Literature has looked at the following theory of social development theory, to do justice to research introduced the social developmental approach, used by different scholars on social housing. The theory thus was used to encourage welfare and wellbeing of citizens at large, to avoid exclusion in different societies replacing the old apartheid society with a new democratic society. This theory is carried out to influence strong organisational and collaborative culture in society that is influenced by different stakeholders in making sure social housing development opportunities is accessible and implemented for all mainly individual citizens from poor backgrounds. According to Nicholas et al (2010), state that the "social developmental approach advocated that all projects and programs should be rights based and encourage participation by the people in a way of empowering the beneficiaries. Further, it maintained that economic growth needed to be harmonized with social development to ensure that the vulnerable and needy of the society benefit. Moreover, it specified that it was very necessary to ensure that the people are key drivers in the decision-making of these programs not in isolation, but as a collective to ensure that the people are empowered by these processes".

2.5 Legislative & Policy Frameworks

The government introduced legislative frameworks to govern the new South Africa and its public service with a specific reference to the constitution of the Republic of South Africa (Act 108 of 1996), Public Service Act (Act 103 of 1994), White Paper on Transformation of the Public Service of 1995 and the White Paper on Transforming Public Service Delivery of 1997, Public Service Commission Act (Act 46 of 997) and the Public Finance Management Act (Act 1 of 1999). (I would propose that you discuss all these acts- some you have done below please do so with the rest)

Each act acts as a directive and act as a guiding principle toward the public service in fulfilling the mandate by the constitution of South Africa for an example White Paper on Transformation of the Public Service of 1995 and the White Paper on Transforming Public Service Delivery of 1997 also known as Batho Pele White Paper act as a framework to which public services are to be delivered in the country. Batho Pele provide eight principles to guide the public servants to deliver efficient and effective services to the needs of citizens across provinces (Mashamaite, 2014: 233).

The researcher believes it is important to understand the contributions and changes in policy in trying to implement efficient and effective service delivery. In the macro-economic context, legislative reformations and policy reformations boomed in the 1990s and the absolute structure and the management of the three spheres of the South African government experienced a lot of changes after the period of 1994. Institutions were obliged by the newly introduced rules and regulations to accommodate aspects such as employment equity, transformation, skills development, and service delivery.

The period of 1994 brought a drastic change where the public sector had to adjust to the pressures of delivering services to the masses as compared to the small number of fortunate South Africans who were accommodated by the systems of apartheid. The concept of transformation was embraced during this period as a foundation of every initiative, scheme and strategy commenced by the public sector.

2.5.1 White Paper on Transforming Public Service Delivery of 1997

White Paper on Transformation of the Public Service of 1995 and the White Paper on Transforming Public Service Delivery of 1997 also known as Batho Pele White Paper act as a framework to which public services are to be delivered in the country. Batho

Pele provide eight principles to guide the public servants to deliver efficient and effective services to the needs of citizens across provinces (Mashamaite, 2014: 233).

The White Paper on the Transformation of the Public Service in Van Der Westhuizen (2016) described transformation as a dynamic, engrossed and relatively short-range process, planned to essentially restructure the public service for its appointed role in the new dispensation in South Africa.

The White Paper (Batho Pele) states that putting the principles into practice describes is what the three-tier government as well as the wider public sector will be required to do when introducing their service delivery improvement programmes. (Van der Walt, 2004: 88) states that Batho Pele principles are simple but ambitious. Erasmus, Swanepoel and Schenk (2005), mentioned there are sufficient and flexible methods to allow the department to implement policy under local conditions and circumstances. Eight principles for transforming public service delivery, Batho Pele principles have been identified and formalised in the White Paper on Transforming Public Service Delivery of 1997 (Erasmus et al, 2005:68).

The main goal of the White Paper was to formulate a policy framework which will direct the introduction and application of new policies and laws aimed at changing the South African public sector. This transformation debated by the White Paper took a dynamic reconciliatory stance under the leadership of President Nelson Mandela from the period of 10 May 1994 to 14 June 1999. Then the period of 16 June 1999 to 24 September 2008 President Thabo Mbeki proceeded with the revolution process and spread the initiative to even accommodate the African Continent Van Der Westhuizen (2016:323).

2.5.2 The South African Constitution and Housing Act 107 of 1997

According to Tissington (2010:21) and the Constitution of the Republic of South Africa of 1996, in section 26, provides that everyone has the right to have access to adequate housing, and the state must take reasonable legislative and other measures within its available resources to achieve the realisation of this right. This section is the building block of the Housing legislative framework in South Africa. The White Paper on Housing which enacted in December 1994 sets out the framework for the National Housing Policy. All policy programmes and guidelines follow the framework set out in that White Paper. The Housing Act, 107 of 1997 aligned the National Housing Policy

with the Constitution 1996 and gives clarity on the roles and responsibilities of the three spheres of government in providing houses discussed in the following paragraphs.

The three spheres of government are expected to work together holistically in the process of housing delivery. The provincial sphere plays the role of project approval and oversight with municipalities being hands-on since it is closer to the people. For instance, the national government acting through the Minister must, after consultation with every Member of the Executive Council (MEC) and the national organisation representing municipalities as enacted in section 163 (a) of the Constitution, establishes and facilitates a sustainable national housing development process (Housing Act, 107 of 1997). The Housing Act, 1997 assigns different roles to the national, provincial, and local spheres of government. These roles are deduced from the National Housing Subsidy Scheme and from the Housing Act, 1997 (Tissington, 2010: 33).

2.5.3 Public Finance Management Act (PFMA Act No.1 of 1999)
The Public Finance Management Act (PFMA Act No.1 of 1999) as the most important legislation enacted by the first democratic government in South Africa. The act promotes good financial management of public resources to maximise service delivery through efficient and effective use of the limited resources by the three spheres of government.

2.4.4 The White Paper on Housing 1994
The white paper on housing is policy which was established in 1994 on terms and condition at the National Housing Forum (1992-1994). The policy laid out the post-apartheid government's housing development strategies of building 1 million state -funded houses in five years. The White Paper and Policy were informed by the African National Congress (ANC)'s Reconstruction and Development Programme hence the houses are labelled as RDP houses (Socio-Economic Rights Institute, 2013).

2.4.5 The Housing Act, 1997

The Housing Act 107 of 1997 is the key and road map to legislation on housing that sets out powers and functions of the three spheres of government on housing development processes. In terms of Part A of Schedule 4 in the Constitution, housing is a functional area of concurrent national and provincial legislative competence. However, section 10(2) of the Housing Act allows for the administration of one or more of the national housing programmes by municipalities through being accredited by the Minister of the Executive Council (MEC) (Socio-Economic Rights Institute, 2013).

2.6 Challenges Associated to Provision of Social Housing

Challenges associated to provision and allocation of social housing is a problem for many municipalities, this is due to the following factors.

2.6.1 Urbanisation

The challenge of urbanisation is one of the key factors that government cannot deliver sufficient services to the people, this is due to several reasons. Cities across the globe attract people for reasons such as employment opportunities, education, and health care, this is because cities extensively contribute to national and urban economies. However, often urbanisation, as in this case, is associated with poverty, environmental degradation and population demands that outstrip service capacity (Bidadi, 2015). The above conditions create unpleasant urban environments which lead to numerous dynamics such as poor housing delivery, increased demand for infrastructure development, overcrowding, air pollution, transportation, insufficient or contaminated drinking water, inadequate sanitation and solid waste disposal, industrial waste, increased motor vehicle traffic, stress associated with poverty and unemployment, among others (Mukwaya, Sengendo, & Lwasa, 2010).

Inclusive and sustainable urban policies within the context of socioeconomic development is characterised by increasing population, reduced pressures on social services and natural resources, job creation, reduced urban risks and crime, and better ways of improving the quality of life of urban citizens.

Hassan's (2011:125) observe that, "urban planners and administrative bodies require reliable information to assess the consequences of urbanization, to ensure a sustainable functioning of megacities and to minimize negative impacts of rapid urbanisation". According to Hassan, urban expansion that takes place in an unplanned

manner is usually a result of administrators' lack of or limited information about its dynamics. This observation is important within a South African context to do a situational analysis that must inform the future planning for delivery of social housing. Planning in the absence with meaningful data will only results in disaster.

Different studies on urbanisation dynamics indicate that a comprehensive understanding of urban dynamics is crucial, especially on matters related to urban policy development since policies can effectively assist in addressing negative urban consequences and ensure that further urban changes occur in a systematic and satisfactory manner. Urbanisation in most Sub-Saharan Africa is largely due to neglect of rural areas and the inadequate allocation of resources such as operational expenses and insufficient investment in rural infrastructure, agriculture, schools, and hospitals. This neglect is aggravated by government policies, including marketing of agricultural products, which push farmers and their families into the cities (Brown, 2012). While urban centres may as well be under-served by essential services relative to their residents' needs, the provision of infrastructure and social services is by and large better there than in rural areas. Accordingly, the comparatively high concentration of social services and potential employment opportunities in urban areas, together with the attraction of city life, are important factors attracting rural people to cities which makes the provision of social housing the biggest challenge facing municipalities as they have no control of this factor (Kasibante, 2011).

The government has no control of the macro-environmental factors, and it can take many more years to realise the housing strategy due to urban dynamics (urbanisation). Perhaps the government needs to start looking at other alternatives or intervention such as building rural infrastructure and creating jobs in the provinces where there are high poor economic opportunities in provinces such as the Eastern Cape, Northern Cape to close the gaps of unequal societies in the interim reduce the rate of urban dynamics in the bigger municipalities moreover reduce government pressure to high demand for social housing, poor housing developments and informal dwellings.

2.6.2 Migration and Backlogs

As it is shown in the above discussion about urban dynamics, the Cape Town Housing Department has devised multiple strategies to meet the challenge of housing backlog in several ways. However, to address the backlog challenge effective planning

seriously needs to be taken into consideration with the migration trends. The migration trend is largely caused by migration to the city from the rural areas in the Western Cape although inter-provincial migration, particularly from the Northern Cape and the Eastern Cape provinces is recognized. It will appear that these contributory factors are not given the prominence required hence Tissington, (2011) is sceptical about meeting the backlogs and notes that resources will not be enough to address the Cape Town housing backlog considering that migration increases by 2% annually.

Furthermore, in Tissington's paper argues that the City of Cape Town will have to significantly step up the pace to clear the backlog by delivering at least 17 667 to 18 000 housing units a year for the next 15 years, which could cost the city council at least R6, 6 billion to build the houses and an additional R223 million each year to provide free basic services to these homes. There is also needed to review the efficacy of the structural arrangements that support housing delivery. To this end, there has been significant changes in the structure of the Human Settlement Grant, with the Integrated Housing and Human Settlement Grant being replaced by two other grants namely Human Settlement Development Grant (HSDG), which will be administered and disbursed by the Human Settlements Department, and the Urban Settlement Development Grant (USDG). These have been created by combining the Municipal Infrastructure Grant (MIG) (cities) with 20 percent share from the Human Settlement Development Grant (Human Settlement Budget Vote Speech, 2011/12).

According to the Human Settlement Department Budget Vote Speech (2011/12) this latter grant will be administered by the City of Cape Town's Housing Department. The efficacy of the administration of these resources requires a pro-active intergovernmental approach which provides oversight and ensures that resources are effectively utilised and accounted for using the Monitoring and Evaluation framework in South Africa. Another significant element that will change the social housing delivery landscape is the City of Cape Town Housing Department being granted a level 2 status, meaning that it has an accreditation certificate to approve housing projects' status. This suggests that the city can prioritise its own projects, and can directly receive funding from the National Government, and they can screen their own beneficiaries. The Provincial Government would then play an oversight role.

Another element is informed by changes in the departmental structure of City of Cape Town Housing Department. The city established a new urbanisation department which focuses on migration holistically. This department initially created a strategic framework, and this will be reviewed annually. However, this new department currently lacks human resources and if capacitated could even do better. Khosa (2003:49) is of the opinion that there is constantly a huge gap between the policy provision, the availability of resources needed to support the policy and its implementation. This means that strategies to implement and expedite housing service delivery are struggling to cope considering resource constraints, including capacity weakness while migration continues to aggravate the situation.

2.6.3 Public and Service Delivery Protest

It is also important to note that the public also place pressure on government to prioritise housing delivery. Government needs to decide, prioritize which is the most effective and efficient decision to make based on a holistic approach, that does not only benefit the middle and upper class but the poor. This including cultural backgrounds of diverse groups of society hence it is important to understand the concept public as different groups of the general society and people at large. Public Service on the one hand is defined as an administrative driver in which governments deliver functions of service to its citizens. The administration includes public institutions functioning under the auspices of the South African Public administration mandated by the constitution. The public service acts as the implementors of policy and deliver services to meet the needs and expectations of its citizens. These services include water and electricity, housing, health, education, and sanitation to sustain quality life for many South Africans. The failure by government to deliver these services would be in violation of citizen's democratic rights to have access to basic services and an opportunity to a better life (Mashamaite, 2014: 232).

The issue of housing has brought drastic service delivery protest in different provinces and communities. This is because the government does not deliver enough houses to the people. According to (Burgoyne, 2008) state that, local government plays a significant role in dealing with issues of service delivery and demands of society as the closest organ to the people. Mashamaite also state the government has made promises to alleviate poverty these promises include provision of better housing, better

health and educational facilities, access to adequate water, electricity, and proper sanitation, which generally meant improving quality life for the majority of South Africans. However, the inability of government to provide basic services to the people has led to frustrations and anger to many South Africans as a result, most of the people are left with no hope towards local municipalities thereby resorting to protests (Mashamaite, 2014: 231). Furthermore, poor service delivery elicited protest across the country which brought local government under the spotlight, with staggering 105 and 111 numbers of protests recorded between the periods of 2009 and 2013 in all provinces against municipalities in the name of service delivery (Mashamaite, 2014: 236). The service delivery service protest aims is to place pressure on government to fast-track delivery on social housing.

2.6.4 Corruption and Maladministration

These are internal and immediate factors that government has control over, literature reveals that most of the housing problems are caused by corruption and mismanagement of funds (Manomano, 2016). Furthermore, corruption around social housing provision is noticeable in the provinces like the Western Cape and the Gauteng province such as subsidy approvals with invalid ID numbers, approvals to applicants under the ages of 21 and duplications of applications. This is evident in a report published by the Auditor-General in 2005 on the allocation of housing subsidies at provincial housing departments. In addition, community and members describe the housing allocation at provincial and municipal level as one of the biggest areas of corruption (Socio-Economic Rights Institute of South Africa, 2013: 72). Money that is misappropriated through corrupt activities is basically money lost that could have been spend housing delivery.

2.6.5 Poor Management of Funds

According to the Public Finance Management Act (PFMA Act No.1 of 1999) as the most important legislation enacted by the first democratic government in South Africa. The act promotes good financial management of public resources to maximise service delivery through efficient and effective use of those limited resources with immediate effect to all three spheres of government. Despite this act, reports about mismanagement of funds and the levels of corruption in the provincial and local government levels has been observed for quite some time. This continue to challenge

the ability and credibility of municipalities to deliver enough services to the people as there is lack of experience in the management of funds (Mashamaite, 2014: 234). In responding to all these needs and pressures, the government policy plays a major role in influencing macro and micro-environmental factors, housing is a critical and social factor that government must deal with. All these factors have an impact on the development needs of citizens.

Despite the legal and policy frameworks mentioned in the above paragraph, there is still high levels of inefficiency within government municipalities to deliver efficient services as well as failure by government to make use of time and resources to achieve the optimal results in housing service delivery. In place of the above not only has the government failed to deliver services but has also robbed what is called citizens right to housing as enacted by the constitution and that has brought multifaceted perspective on government including lack of trust by many citizens.

2.7 Background of the City of Cape Town

History has paved its way from the old system of government and the apartheid system, the city of Cape Town has reflected the racist planning frameworks of the successive, white-controlled governments, a situation made quite explicit on 30 May 1952. In a speech in Parliament, by the Minister of Native Affairs, Dr Hendrick F Verwoerd, when he declared: Every town or city, especially industrial cities, must have a single corresponding black township. Townships must be large and must be situated to allow for expansion without spreading over into other racial group areas. Townships must be located an adequate distance from white areas (Williams, 2000).

Furthermore, black townships should be separated from white areas by an area of industrial sites where industries exist or are being planned. Townships should be within easy transport distance of the city, preferably by rail and not by road transport. All race group areas should be situated to allow access to the common industrial areas and the CBD without necessitating travel through the group area of another race. There should be suitable open buffer spaces around the black township. This is very evident even in the very current years of democracy, the desired spatial planning has been thought through and very much implemented successfully according to the objectives of the deceased Dr Hendrick F Verwoerd. There is many dynamics in land

redistribution and factors connected to why people move away from the rural places of home to cities this movement called urbanisation is the underlying factor that adds to one of the major challenges that government cannot secure a house for everyone that moves in the cities (Williams, 2000).

To unpack legislative and policy reform initiative on housing project managed under Local development had to be implemented not only on economic development, but also improvement in the lives of many citizens who reside in these communities. The provision of basic needs and social welfare community facilities forms the provision component of development. A lack of basic requirements keeps people trapped in poverty and prevents them from climbing the ladder of social and economic success. Basic needs include nutrition, health care, water, sanitation, shelter, education, skills, a sense of well-being and belonging, access to land and the ability to find work. It is these needs that require a solid policy environment to ensure that they are met in accordance with the wishes of citizens. Local government play an important role as a poverty relief agent for higher spheres of government. The poor need to be protected from shocks by means of the provision of safety nets. The provision of safety nets for the poor also assists in poverty reduction. Safety nets include social grants, housing subsidy and other forms of subsidies, the allocation of ownership through housing and land reform projects with the involvement of the NCOP in ensuring that the legislative process caters for the improvement of lives of all individuals.

2.7.1 The City of Cape Town Housing policy

The City of Cape Town has its own housing database whiled the Western Cape manage its own housing demand database. The policy was established in 2009 with its draft implementation guidelines with the City's needs regarding allocation of beneficiaries in low-income housing developments. This policy was to alleviate the high level of overcrowding and lesson backyard dwellings in informal settlements as well as people residing close to areas housing projects. In the policy letter beneficiaries are allocated for rental housing and new developments that is residents who are living in informal settlements, and those applicants identified as backyards.

2.8 Conclusion of Chapter

Debates about housing in South Africa takes a bigger challenge comparatively to other service delivery issues. Informal settlements and backyard dwellings continue every

year in the bigger provinces. The land issue and urbanisation cannot be ignored, in the (Western Cape in Cape Town) informal settlements have become an uncontrollable situation where residents position themselves in any piece of land, they set eyes on as a desirable land for building their houses. The apparent problem in South African context is that of apartheid, where many South Africans have been neglected and impoverished has created challenges in the post-apartheid with the new policies and programmes in place this challenge is ongoing. There is great change and transformation post 1994 however it cannot be denied that South Africa needs land acquisition and concentration toward the smaller provinces such as the Eastern Cape consist huge amounts of land as well as provinces like the Northern Provinces can be developed like the bigger provinces. The government needs to realise there is opportunities that can be explored for the benefit of many South Africans. The realisation of the over population in Western Cape (Cape Town) is imminent and the Gauteng province.

CHAPTER THREE

3.1 Introduction

This chapter examine the ways in which data was collated; the research design techniques, methods of data collection, research instruments, population under study, sampling instruments, furthermore it defines data collection process, ethical consideration adopted as well as conclusion of the chapter.

3.2 Research Methodology & Design

According to (Quinlan: 2015) research design is the use of various methods of research to understand a social phenomenon being researched. Case studies and surveys is especially important for the researcher to understand the appropriate methodology relevant to study. Research methodology also determines methods of data collection which include visuals, pictures, and documented evidence etc. (Neuman: 2006) on the other hand, defines methodology as either qualitative, quantitative or a triangulation of both qualitative and quantitative methods. According to Kothari (2004), qualitative approach to research is based on the subjective assessment of attitudes, opinions, and behaviour.

Qualitative design methodology was used in the study to improve insight as well as to gain new knowledge. The research method is defined as follows, the research aspect in qualitative would be to use it under past and present experiences of individual scenarios and interpretation in the nature of the environment being evaluated. In this paper housing dynamics in a small informal settlement named Siyanyanzela in Asanda Village Township in Strand is being evaluated. Furthermore, research focus on the extent to which social housing provision and the needs of beneficiaries have been met, such as access to basic services, their current living conditions, health, education, household income etc. In addition to understand individual circumstances in the interim of waiting and the extent to which houses have been allocated to the beneficiaries living in the area. Additional to the above (Quinlan: 2011), states that the research design and methodology must fit with the fundamental philosophies of the research project, and the data collection methods must fit with the research project and method that is being used. To support research a case study was used as an important tool to collect primary data and meaningful information to conduct research.

3.1.1 The Advantage of Using a Qualitative Approach and a Case Study

A case study approach was used to gather historical meaning and happenings of the phenomenal area. The case study gives proper indication of the previous experiences of data about the area and that helps the researcher to determine the status, changes, and progress in the study. A case study relates to past or previous events in a specific environment or area, the situations and historical background of the area being studied (Quinlan, Babin, Carr and Griffin, 2015). In the case study used was the Asanda Village, Siyanyanzela informal settlement being at the centre of everything is being studied under provision of social housing. Since 2014 people living in this informal settlement have been promised houses, to date there is no sign of houses being built. Thus, it is important to investigate the challenges as well as reasons for the delays. Case studies are very important in generating hypotheses in the beginning of research, a case study is generally known to be strong where quantitative study is concerned such as achieving high level of conceptual validity as well as gathering process of new hypotheses.

In addition, a case study has a significant link to several variables such as the process of tracing cause and effect of certain events or situations, moreover a case study can develop new ideas and bring about new research questions that can help improve validity in research. Thus, is important in this paper hence the researcher investigates situation and retrieve historical events that occurred in the area regarding the provision of social housing as the underlying case in this paper (Stuurman: 2013, 36-37).

The advantage of using a case study is that it defines individual or group cases to identify interactions, behaviour, experiences, and variables to assess the progress in the development of specific projects, in this case allocation and distribution of social housing in the Siyanyanzela informal settlement being the study area (Stuurman, 1997). A case study seeks to investigate individualistic cases such a specific environment or area. Moreover, a case study in research can be viewed as qualitative in nature as they identify as descriptive and explorative in nature. In the case of Asanda village Township this type of research design is beneficial for in-depth investigation and highlight historical as well as unique, complex cases projects such as housing project in the area, furthermore, covers that aspect of research which is

qualitative and descriptive in its form. However, this kind of research design can also be quantitative in its nature and maybe confusing if research is focusing on the qualitative aspect of research. Research took advantage of the case study approach to bridge a gap in some of the literature presented.

3.3 Data Collection Techniques

The method of data collection used in research is distinguishable between the research instruments, sample size of the population under study, the processes and procedures that were applied in the collection of data. To finalise research, important information was obtained using the following research instruments to gather findings and relevant important information needed to complete the study.

In -depth Interview Template

To gather relevant information on housing, this study adopted an interview template with unstructured questions. The template was used by the researcher as a tool to guide the researcher in the process of in-depth interviews that took place in Asanda Village Township. In-depth interviews were also present for the local councillor and the administrative officer responsible for the administration and allocation of houses in the area. A relevant number of interviews were scheduled for the three parties that is the housing beneficiaries in Siyanyanzela, local councillor and the administrative officer. Interviews were scheduled face to face given the availability, time, and location of the parties. The interview of beneficiaries took place around Asanda Village Township in Siyanyanzela as well as via social network application called WhatsApp. The local councillor and the administrator were also interviewed via the mobile application called WhatsApp. Tools used audio recording with a smart phone and note pad for taking notes as well as pictures were taken during observation using a smart phone.

Interviews with community members

In-depth interviews were followed to collect enough data and information, the researcher chose this form of instrument specifically to probe deeper in searching information about the housing situation in Asanda Village Township specifically in Siyanyanzela informal settlement. The benefit of the participants sharing their experiences contributed extensive insight on the study for an example their living

conditions, the nature of the shacks, issue of space as well as access to basic services and problems associated to provision of social housing.

Individual participants in this area were conveniently selected using a selection box consisting of participants phone numbers folded in a small piece of paper. The numbers were collected from a local shop which most of the people from the Siyanyanzela informal settlement would buy their small necessities such as bread, paraffin etc. This informal settlement was ear marked simple because of the nature of the area and a home to most of citizens homes were demolished and evicted in 2014 by the South African Road Agency (SANRAL) due to illegal occupancy of private land. The area was regarded by the Western Cape provincial department of Human Settlement as the state of an emergency for the evicted and affected individuals as a result the department issued an emergency relief fund for the emergency housing policy. Despite the efforts and the contributions made by the municipality adopted to ensure the safety of the few individuals, the people in this area still have not received houses as promised by the government, the conditions and the current nature of the area still needs greater care and maintenance for the people to survive in the cold weather conditions as well as access to basic service and proper sanitation.

The study investigated the past and existence of the area to establish the housing outcome in the area. Individual participants shared their ideas, thoughts, and experiences. The guidance of interviews encouraged participants to respond freely and even lead to bigger steps with others sharing their challenges and conditions in the housing struggle with the municipality.

In-Depth Interviews with Public Officials

Any government department that operates under the public service consist of the principles of Batho Pele. One of the important principles of Batho Pele is access to information, at any level of municipality, the public has the right to know about the service they are being offered. It is therefore important that public departments at any local level of municipality to inform the public about the service they are being offered namely, provision and allocation to social housing and the basic services at their disposal.

The two community leaders, member of Mayco for city of Cape Town Human Settlement as well as the local ward councillor were interviewed, with most questions

concerning the status of social housing provision as well as housing implementation in the Siyanyanzela informal settlement. This was to investigate whether the councillor had any formal knowledge of the current living conditions as well as the provisioning of housing implementation around Siyanyanzela informal settlement. Furthermore, to investigate what is the usual processes followed in the allocation and provision of social housing to deserving beneficiaries. As notable the local councillor was unable to answer all the interview questions, which the researcher thought it was important to apply the same interview questions for the officials, however the community leaders were able to answer most of the questions. The researcher thought this was important to bring the areas of research together with justifiable findings to begin data analysis and outcome of research at the end of study moreover to better understand similarities in the information provided by the councillor compared to that provided by community leaders.

OBSERVATION

Existing data from media reports was also used to support research, furthermore the researcher took a site visit in the area to observe the environment during and after the interviews took place. This was to take audio visual images of the area as evidence to research. Observation was also useful in that the researcher was able to gather evidence through visual and image capturing which created a better position for the researcher not to make assumption or speculate about the information that was given by participants as true or false given the evidence that was being collected at the time. Observation was also being used as an approach to gather signals, gestures, images, and signs of the living conditions of residents in this area, access to public facilities such as water, toilets, electricity, and sanitation.

This was also helpful to see as evidence and to discover some of the challenges mentioned by the interviewees living in Siyanyanzela informal settlement. As noticeable there were quite several dangerous variants noticed during research. About 30% of the individual residents living in this area including those individuals interviewed still use the old fashion way of living, such as cooking outside with wooden fire as well as candle lighting. This indicated that the style of living by some residents in this area could lead to unexpected risks such as fire. This fire could burn the whole area and the neighbouring shacks as the area was overcrowded by shacks living on

top of each other. It is therefore important that the government takes great responsibility for the conditions that these people currently live in, houses need to be built immediately. The process of data collection was however not an easy task, the researcher had to ask a very well-known local member/leader for company during the visiting of the area. The interviews were successful as research fulfilled its purpose in gathering possible findings

3.4 Population and Sampling Process

According to Du Plooy-Cilliers, Davis and Bezuidenhout (2014:131) research is a process where knowledge is gathered by looking for answers to questions to answer the research question also depends on the kinds of decision made during the process and these decisions is decided from whom or what research will be undertaken from to get answers. Such as people, other places such newspapers, books, or television and these are called social artefacts.

According to Quinlan in Wiid and Diggingnes (2013:171) a population is the total group or entities from whom information is required. As indicated in the paragraph above to determine who or what will give answers to research question and research problem it is important to keep in mind that all people or social artefacts in the population should share at least one specific characteristic that relates to the research question. The population was immediate beneficiaries living in the informal settlement in the parts of Asanda Village Township. The area from which the researcher drawled samples.

According to Du Plooy-Cilliers, Davis and Bezuidenhout (2014:136-137) defines probability sampling and non-probability sampling. Probability sampling refers to whether an individual or artefacts in the population has an equal opportunity to be part of the sample. Non-probability sampling is used when it is nearly impossible to determine who the entire population is or when it is difficult to gain access to the population. Research therefore has used a probability sampling method and the type of sampling used was nonprobability sampling method a basic type where everyone selected has a fair chance to be part of sample. Furthermore Creswell (2018:62) states that this type of sampling is often used as convenience sample in which respondents are chosen based on their convenience and availability which in this case the Siyanyanzela Informal settlement applied the use of convenience sample technique.

3.4.1 Sample Selection

The study adopted the nonprobability sample or convenience sample based on their convenience and availability. To do justice of the study another technique that was tempted by research was stratified sampling technique a sample selected based on some known characteristic of the population which had an impact on the research. The researcher used stratified sampling which divided or stratified the selected sample which posed the characteristics which were contributing to research. Both convenience and stratified sampling methods play a significant role in obtaining enough and effective representation in the study, providing great feedback from the selected population (Creswell,2018:62).

3.4.2 Sample Size and Frame

A few samples were selected based on the manageability and accessibility of the study, the researcher thought it was important to keep research as simple as possible and easy to manage at a given point in time. The date, time, and the place to conduct research should be established as well as the data collection methodologies and approach presented in the study.
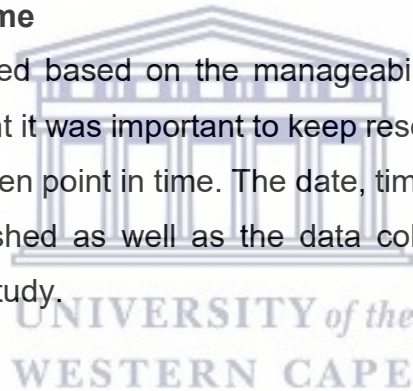
TABLE: INTERVIEWEES

DATA COLLECTION METHOD	SAMPLE SIZE	INTERVIEW SAMPLES	DATE
Semi-structured and structured Interviews through Social Network	**20**	**Housing Beneficiaries**	18th August – 23rd August 2021
In-depth Interviews & a Social Network	**1**	**Ward Councillor**	17th August 2021
In-depth Interviews & a Social Network & site visit	**2**	**Community leaders**	15th August 2021
In-depth Interviews & a Social Network	**1**	**(MAYCO) Member**	20th August 2021 - TBC
Total number of Samples	**24**		

The data collection process
Structured and semi-structured interviews took place in the following manner

- In-depth interviews with 2 sets of groups amounting to 20 participants were scheduled.

- In-depth interviews with 1 ward councillor, 2 community leaders and City of Cape Town's Mayoral Committee Member (MAYCO) of Human Settlements took place.

- Secondary data from news reports, government gazette and budget speech were used for research purposes.

- Observation by the researcher took place in the Siyanyanzela informal settlement in Asanda Village Township for proper evidence.

3.4.4 Data Analysis and Interpretation

According to Quinlan (2011) data analysis forms an integral part of a research project as it synthesizes, summarises, and analyses data gathered during the research process. The data is then converted into a format that is easily understandable. The analytical framework is the structure of the detailed analysis of the data presented in the report or thesis. This framework consists of all the analysis methods conducted for research that is to be presented in a written report of a research project.

This paper has chosen the qualitative approach as a suitable method, Quinlan in his paper explains the importance of data analysis and interpretation can be applied in qualitative research as follows. In qualitative research, data analysis is based on language, images, and observations (often involving some form of textual analysis). Specific methods might include content analysis: categorizing and discussing the meaning of words, phrases, and sentences. Thematic analysis: coding and closely examining the data to identify broad themes and patterns. Discourse analysis: studying communication and meaning in relation to their social context. Qualitative methods used for an example: The interviews were transcribed, and thematic analysis was conducted. This involved coding all the data before identifying and reviewing six key themes. Each theme was examined to gain an understanding of participants' perceptions and motivations, hence qualitative research was chosen as the suitable method for this paper (Quinlan, 2011).

3.5 Validity, Reliability Objectivity

According to Quinlan, Babin and Carr (2015), this can be referred to as a test-retest method used to estimate reliability. This can be achieved by administration of the same scale or measurements applied to the same separate respondents at two separate points in time to test for stability. The validity of the measured phenomenon frequently depends on the rationality and external opinions articulated by an expert. The study conducted interviews with three sets of focus groups to ensure the three sets of focus groups present similar results or findings. The interviews consisted of questions around the nature and the living conditions of the residents of Siyanyanzela informal settlement. The interviews also focussed on questions around the status in provision of social housing in the area as well as to investigate existing challenges and causes of delays by the municipality to deliver these services to the people. This process gives the researcher an indication where the gaps as well as loopholes are in the housing allocation process, as well as housing provision is concerned.

Validity on the one hand defines the accuracy on the measured unit of analysis or the extent to which a score truthfully represents a concept. To measure validity, the must be consensus that the scale measures what was intended to measure which should correlate with other measures on the same concept that match the same behaviour with the observed behaviour. Validity and reliability of the research should be truthful and real so that readers can trust the accuracy of the research results. In-depth Interviews should be designed in such a way that the reader is able to understand, and that research produce accurate results that imitate with information collected from participants (Quinlan, Babin and Carr, 2015).

Shenton in Kimani's 2013 paper defines the concept of trust in qualitative research validity and reliability use four criteria to ensure trustworthiness such as credibility for internal validity: transferability for external validity, moreover dependability to reliability and lastly conformity to objectivity. Further defines ways to ensure trustworthiness in qualitative research as follows: (a) triangulation; (b)probing questions; (c) rewording of questions to test participants honesty; (d) in-depth presentation of study and (e) examination of prior findings (Shenton, 2004). Considering the above discussion, research adopted the use of qualitative approach and therefore credibility, transferability, dependability, and conformability were useful in establishing trustworthiness in the study.

3.6 Ethical Considerations

Quinlan, Babin & Carr, (2015) ethics refers to the ability to discern what is right or wrong. In the business principle, ethics refers to the moral principles governing the conduct of an individual, a group, or an organisation. In the context of research ethical behaviour occurs when an individual or researcher does not consider merely what is good for him but also considers what is good for others. Meaning when research is undertaken, it should represent the wider community and society at large, that is adopting the highest ethical standards and behaviours that are professional. Ethical principles include: no harm towards others and should always be transparent with open and honest communication.

Van Der Westhuizen (2016) also mentions ethical consideration as an important aspect of social research which is a criterion to ensure confidentiality and anonymity of participants in carrying out research. The researcher is therefore aware of the ethical issues and understand carefully, that people should be treated with respect and dignity. To comply with the requirements a consent letter was issued to all participants involved in research and permission from community leaders was granted. Ethical clearance letter should be obtained from the university ethics committee even though it was not necessary in certain occasions during the data collection process. This letter should inform the participants of the purpose of research and what it involves, stating that participants have the right to withdraw without any reason or motive.

3.7 Conclusion of Chapter

This paper used a qualitative approach to research and a case study was used to conduct research where Asanda Village Township specifically the Siyanyanzela Informal Settlement was a focal place. Primary and secondary sources were used to conduct research as well as the researcher took the liberty to visit the area of study which in research it is known as observation. Permission by the University high degree committee was granted by the University of the Western Cape. Participants who were interviewed were participated voluntarily and with the signed consent and details of their names kept anonymously. The next chapter that follows is the data analysis and design.

CHAPTER FOUR: DATA ANALYSIS RESEARCH DESIGN AND OVERVIEW OF CASE STUDY
4.1 Introduction

This chapter presents the data analysis and discussion of the data collected to answer the research question on the provision of social housing around Strand in the Western Cape specifically in the Siyanyanzela Informal Settlement. This chapter provides an overview of the case study and its socio-economic profile. The chapter discuss the data collected and analysis thereof.

Social housing as the most socio-economic and political challenge in South Africa continue to challenge not only the National and Provincial Government but also Local Government Municipalities. Housing implementation at local government municipalities remains the biggest challenge and a growing concern where provision of social housing is desired. The City of Cape Town is faced with ongoing service delivery protests and communities are demanding acceleration of social housing. The municipality as the closet sphere of government unfortunately must bear the burden and be accountable to address the social needs of the citizens at local level. This chapter draws findings from qualitative analysis and make use of the pictures to present the reality of the area where research was undertaken to give the reader an insight of the current housing situation in the Siyanyanzela Informal Settlement (SABC News 2014,2016).

To substantiate on the above more information on research was gathered from the 2014/2016 SABC news out brake from different reciters, videos of the area together with the views of Siyanyanzela residents who shared their experiences, challenges and lessons learned during the process of eviction contributes to research. The quality

of houses old versus new housing developments and housing programmes, the living conditions of the Siyanyanzela residents and access to basic services is discussed.

4.2 Geographical Area of the Case Study: Siyanyanzela

Source: *(Internet source)*

The image above depicts area of Strand and indicates a clear socio-economic divide between the middle income and the lower income areas. Lwandle is a township situated along the N2 highway, surrounded by the communities of Strand and Somerset West. It is located about 40Km East of Cape Town Metro in the Western Cape Province in South Africa. Lwandle is a suburb of City of Cape Town with a population of over 60000 people (2011, Census). Within this suburb there is different areas such as Zola, Nomzamo, Green Field which consist of government subsidised houses (RDP Houses) and shacks. Siyanyanzela Informal Settlement is an area inside of Asanda Village township (Zola). The area under apartheid was predominantly populated by a group of black migrants from the former homelands in the Eastern Cape of Transkei and Ciskei working in the farming industry. The informal settlement

comprises mostly of shacks with no or little basic services. The picture below was taken as an example to support the statement above on socio-economic divide in the area. As noticeable in the picture below there is houses behind the shacks which is middle income areas.

(*Siyanyanzela informal settlement,2021*)

4.2.1 Demographics

The total population of the people according to 2011 census comprises of a total population of 19,818 and density of (42,000/sq. m) with 96% as black African citizens with 82.7% being Xhosa speaking citizens (2011, Census). Currently the area is mostly dominated by foreign nationals from across the African countries from Zimbabwe, Somalians, and Malawi. There is respectively few black South Africans living in the area. Over the last couple of years that have passed, protest over housing service delivery have increased. Informal settlement rapidly increases in South Africa despite the low-income housing option, this is simple because of the lengthy housing

allocation and lack of service delivery strategies prohibiting the efficiency in housing delivery in the area. Service delivery protest is a result of unfulfilled Reconstruction and Development Program (RDP), and low-income housing delivery promises by government (Mgushelo, 2018). The Western Cape has many households living in informal settlements with high incidence of unemployment, inadequate land, and space (Mgushelo, 2018:51). Interviews took place and these are the following theme that come up.

4.2.2 Gender Profile Siyanyanzela Informal Settlement
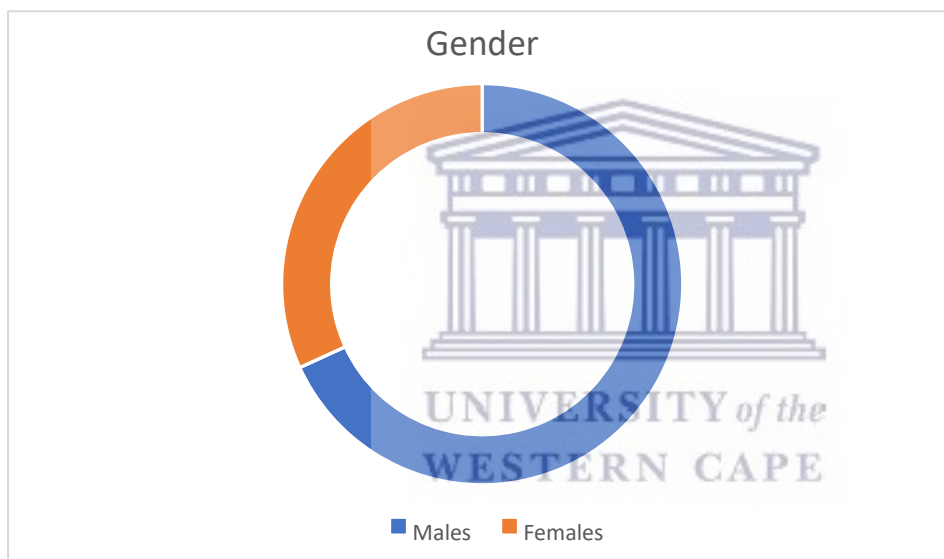
Figure 1: Gender profile

The total population in the area is predominantly male residents. This could be because the males have migrated in search of employment opportunities. The results of the inward migration in search of employment resulted in a growth of informal settlements. As indicated the majority inhabitants of these informal settlements are mostly male. This consequently is very common in the different racial groups where the male gender attracts job opportunities than females which was quite evident during apartheid years. During this time in search for work black South African male would

then essentially look for housing in areas where there are opportunities. In most instances the job seekers construct informal housing as a temporary shelter. This phenomenon contributes to the rising and development of shacks in the bigger provinces. The Siyanyanzela Informal Settlement in Lwandle township in the Western Cape is an example of such unregulated informal housing development. Statistics shows 75% of population in the area is dominated by males and 35% by females. Over the years the area has shown increasing numbers in population foreign nationals being the largest numbers than most of the townships in the Western Cape.

Figure 2: Racial Composition Siyanyanzela Informal Settlement

The Siyanyanzela Informal Settlement is dominated by black Xhosa speaking citizens however there is growing population of foreign nationals where most of them come from the different African countries like Zimbabwe, Malawi, and few Somalians with 96% as black African citizens with 82.7% being Xhosa speaking citizens in Lwandle. The inward migration of black families seeking economic opportunities is the main drive of the growth of informal settlements such as Siyanayanzela

4.3 Economic and Social Profile

The resident income is below the poverty, with some of the residents demonstrating to be better than others where access to services is needed. The major contributing factor is poverty and earning below the basic income which directly impede the ability to afford any formal housing.

The extend of poverty and the associated desperation result in communities making decision for survival instead of long-term rational decisions.   Some residence had

been on the social housing waiting list for a long time. Some housing beneficiaries view the housing opportunity to generate finance and income. The beneficiaries sold the houses to generate some income. The beneficiaries then move back to the informal settlement and start the cycle of demanding social housing. Most of the population in the area is unemployed with no access to fixed income.

 Some of the residents own small survivalist businesses within the area with the different types of businesses, with medium businesses owned by Somalians. Some residence had started vegetable gardens (see below) to support themselves. Many the residence are dependent on social grants; the level of education is grade 8 to matric. High alcohol consumption and alcohol abuse is rife in areas. The participants indicated that the lack of recreational activities and attractions most people in the area find that drinking is the only thing that makes them happy and helps to forget their problem.
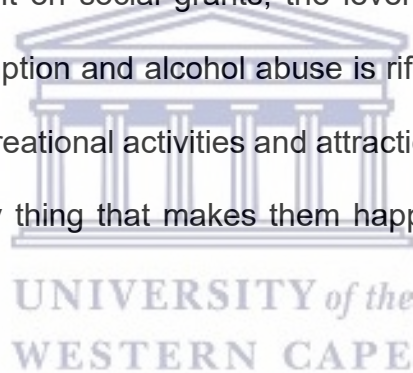
Figure 4.3.1 Types of Businesses

(Siyanyanzela Informal Settlement, 2021).

Table A: Types of Goods Sold by Racial Groups & Gender in %

Goods	Somalians	Zimbabwean	South African	Male	Female
Fruit & veg	10%	60%	40%	65%	35%
Variety	80%	15%	5%	80%	20%
Meat	_	_	100%	_	100%
Alcohol	_	_	100%	40%	60%
Hair Salons	_	70%	30%	35%	65%

The table above indicate that South African businesses are mostly popular in the sale of alcohol and meat businesses while the rest of the businesses are dominated by foreign nationals. This is very common in most townships with similar business preferences across all cultural backgrounds. The 75% of residents in the area are self-employed while 25% are formally employed.

Table B: Matric Level & Employable Citizens: Literacy level and employability

Status	Females	Males	Total in %
Employable	20%	30%	50%
Matric	15%	5%	20%
Language	10%	5%	20%
Skills	20%	40%	60%

The residence generally has a low skill set limiting their employability to the low skill set sector. The salary in this sector is usually minimal and some respondents use the term 'poverty salary'

The table above shows that 50% of the people living in the area are not employable with low level of education where most of the people have no matric which is 80%. The level of skills is average most of the male citizens have more skills than females, the 40% of the people are self-employed with no skills. The predominant language spoken is Xhosa where 80% of the people do not speak or write in English. The lack of being conversant in English is a major factor that limits the ability to employment. Approximately 50% of people living in the are unable to converse in basic English and this contributes to them securing meaningful employment.

4.3.2 Access to Facilities

5kilometers far

Clinics

Transport

Water & electricity

Shopping Centres

Toilets

10 Kilometres far
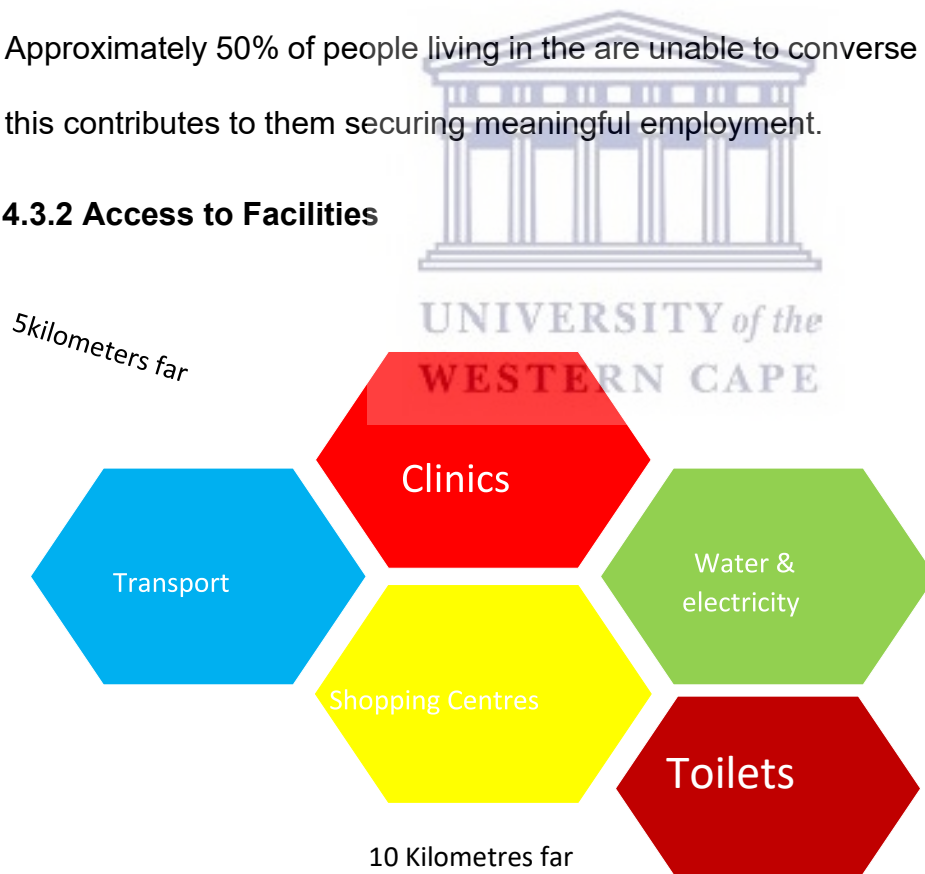
The respondents indicated that access to services is a distance away. A visit to the clinic will be an entire day spent in the clinic with long queues before help is received. This is mainly because the distance that the nearest clinic is from the informal settlement. Furthermore, it is the only clinic with many patients but few medical staff. This result in a long waiting time before being helped.

The informal settlement has no recreational areas and children is forced to play in unsafe open spaces a distance away from their homes. The lack of recreational areas is an aspect that must be attended to. The image above indicates the facilities that are accessible to Siyanyanzela Informal residents even though some of the facilities do not operate in this informal settlement such as transport facilities this is due to the level of infrastructure as there is lack of proper roads and parking space is very limited. Furthermore, the issue of toilets also place great pressure on community leaders as challenges with accessibility are increasing.

Communal toilets are provided which is not regular clean resulting in an unhealthy sanitation environment. Many residences do not use the ablution facilities because of the high personal safety risk. The participants indicated that no privacy is afforded and the sanitation facility impact on their human dignity. The participants indicated that they had place this many times on the agenda of the ward councillor but up to date the situation had not improved instead it is worse. The participants indicated that communal water taps are provided. The problem though is that the facilities are not protected and easily vandalised. If the facilities are vandalised, then the community is without water and normally it takes a while before it is fixed.

What is your role regarding social housing provision as Community leaders?

The community leaders expressed different views regarding the current social housing delivery.

The community leaders agreed that community leaders' primary roles are to assist the ward councillors with the issues arising in the area and in the community. The community leaders stated that they have a responsibility to build and create relationships with the community residents. Importantly that the community request is heard, responded to, and implemented.

What is the role of the ward councillor?

The community leaders stated that the ward councillor is the elected representative of the ward and must officially present and make sure that the community demands become part of the city implementation program. The community leaders are of view that the ward councillor is failing in his duty. No regular meetings are held, and the community id kept in the dark regarding their demands.

What are your views on social housing?

The community leaders showed great disappointment with regards to social housing provision and service delivery in the area. This was based on the continuous prolonged housing promises and failure by government to deliver houses to the people in the Siyanayanzela informal settlement. Promises are made but no realisation of those promises is happening. This was expressed with emotions of despair and the community leader mentioned that it has been over 4 years since they have been waiting for houses with the current ward councillor they have given up in the meetings as they have been deceived in the meetings with empty promises by the new councillor.

The community in the beginning had been suffering with the current living conditions of residents with shortage of basic facilities and the lack of meetings that had not taken place with the municipality official and ward councillor. current housing situation in Siyanyanzela   Seemise argues, for government to realise its goals and objectives is to successfully deliver public goods and services to communities (Du Toit (2002: 24) in Seemise's paper defines a service as a result emanating from the execution of a variety of functions or processes while public goods are most tangible outputs.

What do you think is the solution?

The community leaders believed the current housing situation is a challenge for the municipality. The community leaders had similar opinions of the current dysfunctions in social housing provision. They were of the view that political influence is needed from the local councillor to use his power to influence and voice community needs. This influence is then transferred to municipal council when social housing issues are discussed. However, this depends how best the local councillor represents and fights for its community. The community leaders indicated that building relationships with the local councillor is important as there is greater growth and development in the community where service delivery is more accessible thus solving problems become much easier when there is a link between the three parties.

Access to basic services

The community leaders have mentioned that many services in the Siyanyanzela informal settlement comes from the City of Cape Town municipality and some of the services come from the NGOs. Those services include mobile toilets, water, and electricity. the community leaders have set up meetings with the community to plan

how as residents they can source out water and electricity in their own houses. Community leaders as they are leaders in the area, they are of the opinion that the municipality has shown very little support to the community as a result they find themselves dealing with the community problems.

Community leaders' credibility: Power to influence decision

Community leaders stated that they have very little influence over the City of Cape Town decision making.   The local community place their trust in them to represent them. BUT lose faith in them because of the non-delivery of houses. Community continuously asked, 'when is houses going to be delivered'.

This has put community leaders to a predicament which even the community have come to realise they do not have the answer to their question as they do not overrule allocation and distribution of houses. This created tension between the community and the community leaders.

The leaders similarly indicated that the ward councillor does not have substantial influence on decision about allocation and provision of social housing as there were very few meetings and communication since COVID   started. This has been ongoing for a long time and the residents have come to a point where they have given up.

**Do you think the city is listening to the community?**

The participants indicates that the City of Cape Town do not view their needs as important. The community leaders believed the city has neglected the community as a result 95% of the time as the community leaders had to follow-up with the community needs where service delivery was a challenge.

What are your views with the current housing situation in the Siyanyanzela Informal Settlement?

The participants were of the view that the current housing situation in the area was long overdue since they have been promised access to houses, 100% of the participants indicated they have been waiting for more than 5 years for houses in the area and none of the beneficiaries have received a house as promised since 2014. Most of the participants were concerned with the rate at which housing allocation was taking place as the new ward councillor had not been in communication since in office. During this time most participants believed community leaders had significant impact to access to services and if it was not the ability of community leaders to influence the city, access to basic services such as water and electricity, toilets would not have been possible.

Eviction-Illegal occupation of land

The participants indicated that they had been evicted from land, but subsequent court judgement resulted in them receiving temporary occupancy right. Most of the participants 75% had been issued with certificates for a period of 9months for temporal residence by SANRAL. 25% of the participants had no certificates as they became residence of the area after the period after evictions and subsequent court case. The certificates were evident in black and white (please see certificate below).
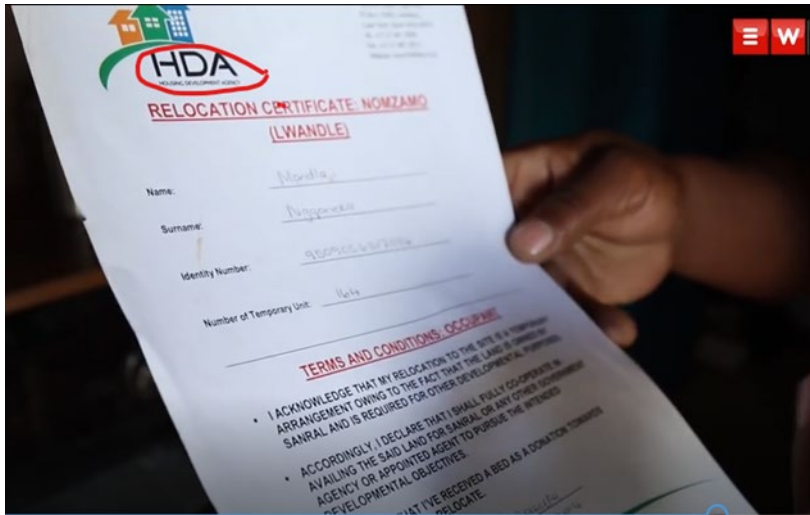
Source: *(From Community Leader, 2021)*

Do you think that your rights had been violated during the evictions?

Most of the participants including community leaders believed the community rights were violated during the period of evictions. The emotional trauma experience by the community was to watch their homes being destroyed. 85% of participants shared their painful stories stated belongings of residents were removed and lost including money saved for groceries. One participant mentioned that one beneficiary was pregnant at the time during the evictions and could not imagine how inhumane the situation was handled.

What is your view of The City law enforcement?

The 15% participants believed law enforcement acted outside the normal expected protocols. They forcefully removed the people from their homes and destroyed it. Furthermore 100% of participants were of the view that the biggest challenge to most beneficiaries was the fear of not knowing where they were going to sleep with their families. This was traumatizing as the eviction had taken place in cold winter season the 2nd of June. The 50% of the participants agreed that the government

should have done things differently and better than destroying their homes, 50% of the participants were not sure what was the best way. According to the participants it was an abuse of power and a show of force by the City of Cape Town against the most vulnerable of society. It reminded them of apartheid government that did not respect the rights of black South Africans. The images below were shared by community leaders where the residents were placed in

What are your biggest challenges at this point with the current housing situation?

Participants indicated that the long wait and uncertainty with the allocation and distribution of houses is a major concern. Some community members had been waiting longer than ten years and have given up hope for receiving a house in their lifetime. The 90% of the housing beneficiaries believed the housing delays was the most stressful situation. This is because new commers are increasing and demanding social housing. The new residence is occupying land that is allocated for social housing creating a problem. This was a challenge to most beneficiaries. The 10% were of the view that the proper water pumps to run surge water and for throwing water was the biggest challenge, as a result dirty water runs behind and Infront of their homes which causes major disease for their children as they play with dirty water (see image below).

Source: (*Siyanyanzela Informal Settlement,2021*)

Are you on the waiting list or have you been assigned a house?

The participants indicated that they had given their names to be placed on the housing waiting list. 70% of the participants responded yes as they were on the waiting list for housing given the certificates from the housing development board (HDA) however 30% of the participants responded as not sure as they had no certificates from the (HDA), this was because they had only lived in the area. The 70% of participants believed community leaders were the people assigned to follow the process on social housing provisions as a result they still waiting for feedback. The respondents

generally have very little hope given the long wait that they will be allocated social housing

Have you received any form of correspondence of when & how you will be allocated a house?

Participants were of the general view that the housing correspondence was extremely inconsistence 85% responded no and 15% did not remember this was because they were told multiple times they had been allocated in different areas the 85% participants mentioned the same areas that they were told to get access to houses (Blackheath and Macassar) the 15% did not know. The participants generally agree that no formal housing had been received from the department indicating that they are on the housing list or if they will be allocated housing

What impact has the process had on your life, health, and dignity

The participants were of the view that the housing process has been a difficult process in that it created so many challenges. The housing situation has a negative impact on their lives because of the uncertainty not knowing when they will be evicted. Others responded that their dignity and right to housing was violated.

What are your views to local municipality and councillor and community leaders regarding social housing provision?

On the question above 95% of the participants responded that the local municipality and ward councillors had no contributions done regarding their housing problem. The respondents indicated that they were not part of the process in many cases community leaders represented them. They have never had meetings with the local municipality or ward councillor as a result they felt they were not representing them. The respondents indicated that the ward councillor the ward councillor was newly elected

and had no relationship or understanding of the processes. The ward councillor failed to have any meetings with the community to understand what their demands are.

How could the current social housing process be improved?

The major improvement needed was for the community residents to participate in the social housing provision, 80% of the participants responded that they were not involved in the housing plans and in the housing allocation process as a result when community meetings took place, they were only told by community leaders what the current housing process stands which when they asked question most of the question were left unanswered. The 10% of the participants responded that the delays in the housing allocation needed improvement as this puts a lot of pressure to them as residents. The participants are of view that the communication process must be improved, and that the community must remain informed about what is happening.

Identify social housing development projects achieved around Asanda Village Township specifically in the Siyanyanzela informal settlement?

The ward councillor had so many mixed information with regards to housing allocation in the area which indicated lack of knowledge in the system, in the question above 50% of the responses did not match with the current housing situation in the Siyanynzela informal settlement. However, the period in which the new ward councillors was appointed there should be some sort of progress. The remaining 50% matched with the other issues raised by previous participants.

What are the criteria used for the housing allocation?

The ward councillor did not respond to the question proven that the current housing allocation does not have some form of criteria or formula at some stage the ward councillor mentions the community leaders have a list with all names of beneficiaries

including the city as they will be working together in this process. However, the allocation process was not clearly indicated. The ward councillor indicated that the decision does not come from them necessarily who get to obtain a house which was confusing because there is a list of beneficiaries how do then they determine who is eligible for a house was another issue.

Identify gaps in the provision of social housing by the municipality?

The ward councillor points out that he is not part of the decision-making regarding housing allocation. His role is only to represent the community and the officials work with the housing list and the allocation thereof. The ward councillor indicated this is to remove the political influence over the housing allocation. The community though has a different view and see the ward councillor as their representative that must be part of the housing allocation.

What are the challenges in your department in dealing with social housing provision in the   areas you are positioned for?

The lack of capacity has been highlighted by the ward councillor as major challenge and this puts pressure on them as ward councillors to prove to their communities the influence and representation to other political offices. The challenge in understanding the processes is highlighted to be the major factor and a lot of ward councillors fight with ward committee members on decisions pertaining to social housing provision which in many instances it creates competition in management and decision-making processes amongst themselves rather than what should be that is adhering to community needs is a challenge for ward councillors. The current phase in housing service delivery in the Siyanayanzela informal settlement was not responded to by the ward councillor this was to be confirmed in due course.

4.3.3 Conclusion

This chapter has presented the data analysis and the discussion thereof. It was very pivotal to this study as it enabled this researcher to order, categorize, and arrange the data to come up with relevant authentic interpretations. The following chapter discusses the study findings, conclusions, and the recommendations to the housing project.

Chapter 5: Discussion of findings Conclusion and Recommendations

5.1 Introduction

Access to adequate housing remains a challenge for many south Africans from poor backgrounds. Millions of South Africans live in informal settlements which are growing because of urbanisation and migration. The government has created programmes in place to curb the growing demand for social housing with the different housing options and structures to accommodate the different needs of citizens. The different housing circumstances have not only improved but have worsened in countless ways.

The aim of this study was to assess social housing provision in the area of Asanda Village Township; to explore experiences and lessons learned by housing beneficiaries.

The following specific objectives were set;

- to conceptualise social housing using different literature on the subject,
- to assess social housing development projects achieved in the area of Asanda Village Township specifically in the Siyanyanzela informal settlement;
- to examine housing allocation processes to which the municipality has adopted in the distribution of housing,
- to identify gaps in the provision of social housing by the municipality and lastly suggest solutions and recommendations for improvement.

The first objective of the study as indicated above was to assess social housing provision in the area of Asanda village. The objective of the Housing Act 107 of 1997 provides that everyone has the right to have access to adequate housing, and the

state must take reasonable legislative and other measures, within its available resources, to achieve the realisation of this right. The Reconstruction and Development Programme (RDP) was the first programme that was implemented as the road map in creating a better life for all. The programme was developed to promote access to better services making sure there is adequate houses built for the poor as well as gain access to clean water and sanitation and promote dignity.

The research findings from the Siyanyazela Informal Settlement reveal the housing objective have not been fulfilled in contrary has shown the opposite in the manner in which the housing situation was managed area by dismantling people's homes this has violated people's dignity. Findings by the researcher shows during evictions people's homes were demolished and the community Constitutional rights violated with workers from the City of Cape Town involved in the acts of evictions as well as the Western Cape police officials. The 2014 evictions on the SANRAL land were the first wakeup call and traumatising experience for the Siyanyanzela residents.

This created much more disruption and chaos with most families losing their homes and their belongings including money. Some homes were attacked by police force, throwing women and children out of their homes, this was a traumatic and most terrifying incident to children and most families. The police force removed every shack, during this period was the cold June winter season hundreds of people traumatised in the two days of evictions, brutally bitten, and attacked by police and pepper sprayed for no reason, with nowhere to go during that time. This created so much tension between government and the Siyanyanzela residents (SABC News,2014).

The second objective to research was to explore experiences and lessons learned by housing beneficiaries. The research findings from the Siyanyanzela Informal

settlement shows people's homes were destroyed during this time temporary housing solution in a cold concrete room in the Nomzamo community hall is where people occupied. 8 months later people were left hopeless with sicknesses such as TB sicknesses with 800 people disbursed in the Nomzamo community hall. Some occupied the kitchen foyer sleeping on the floor on mattresses for a period of 6 months, the entire hall was occupied with no space. Nomzamo residents felt it was painful to sleep on the floor as it was cold and to be forced to sleep and eat at certain times. Roughly 500 of people were left homeless with no hope (Molyneaux, 2014). NGOs and different departments showed support to the community residents provided 3 meals a day, blankets as well as sleeping pads.

The findings showed that the Siyanyanzela residence has given up hope. The residence is of view that the (City of Cape Town Municipality) has neglected the Siyanyanzela Informal residents as there is no indication of social houses being built thus far.
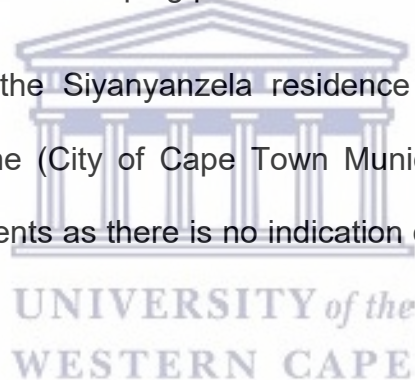
5.5 Poor Quality of Houses

Findings from research points out that most of the housing material used is of poor quality and this has resulted in more problems pertaining to these houses. According to reports by different authors on housing shows the old standing housing structures were reported with poor material windows, doors, roofing, and floors such as crumbling, pulling out and breaking off on the external parts of houses. Most of these reports indicate the inside of these houses built out of cupboard or box material at a result housing beneficiaries felt there had no privacy in semi-detached houses due poor-quality housing (Manona, 2013), (Chakuwamba 2010; Bradlow et al. 2011).

Furthermore (Majiet 2013) argue the location of housing projects has been judged as poor in areas where socioeconomic empowerment and growth for beneficiaries was less visible (Republic of South Africa 1994). This is evident in Asanda village as indicated previously research findings show areas around Strand show better housing structures closer to economic opportunities which is not the case for this township and Siyanyanzela informal as an example.

Involuntarily, although there are programs such as the Integrated and Development Plan (IDP) that emphasis to ensure there is an integration of human settlements, however the current housing situation in some areas on grass roots level gives a distorted picture that questions the integrity of these policies and plans. The issue of poorly located houses as noted by many authors result to high rates of crime this is also due to unemployment with standard of living cost and increase in prices of goods and services in the cities put a lot of pressure in areas where there are less or no economic opportunities (Huchzermeyer 2001; Burgoyne 2008; Manomano 2013; Jo Burg 2014).

The researcher findings suggest that society is rather interested in more dignified homes that have better quality and affordable houses. This includes better access to better services. The findings indicate that the housing allocation is not clear and formally administrated. Furthermore, that the housing list are inaccurate and outdated. The beneficiary list that is kept by the city and community leaders consist of beneficiaries who have been allocated in the area which in many cases do not live in the area anymore.

5.5 Unemployment due to Urban dynamics

The findings indicates that unemployment is a major reason why people cannot afford formal housing.   Without a job or source of income means poverty, meaning no food or shelter everything else is affected psychologically**.** This has negative implications for society leading to crime and conflict amongst society as there is great influence and frustrations troubling humanity. Present times are driven by forces of economics. The major problem in this modern society is linked to financial stability, which also shares a great deal of inequality in terms of income distribution in this contemporary society, especially in the black society.

The research indicates that social housing programs need to adopt a bottom-up approach and to involve the prospective beneficiaries in the process. The participatory approach according to (Kamal, 2016) will result in a holistic approach in the provision of social housing.

The research showed that unemployment contributes to the ongoing corruption in housing beneficiaries, use housing as a source of revenue to gain profit or simply because they are not satisfied with the housing structure. Other factors to the housing problems show that there is a prevalence of misuse of houses by the housing beneficiaries.

The findings support the view of Krugell, Walbeek and Samouilhan (2009) that beneficiaries sold their socially allocated house to access money and move back into the informal settlements. The finding indicates that those targeted and who benefit from the housing programs end up either renting them out or evening selling them at their own will. Some do so for various reasons such as dissatisfaction with the houses or for income, but the bottom line of it means the housing problems continue to worsen

and grow. These researchers think it could be reasonable if an amicable solution can be reached to guarantee that these houses will not be sold and should be used by the sole beneficiaries (Kamal, 2016).

5.6 Conclusion

Despite the government's effort and programmes in place implemented for provision of social housing, there is still growing numbers of informal settlement. This will continue to grow as long as there is urbanisation and migration to cities. There issue of underdeveloped provinces put more pressure toward government as bigger provinces are becoming overpopulated due to lack of economic opportunities and growth in the small provinces. This dynamic cannot be ignored by government. Developmental programmes for growth in other provinces should be introduced to alleviate over population in provinces like the Western Cape and Gauteng. The aim of this paper was to paper to assess social housing provision in the area of Asanda Village Township; to explore experiences and lessons learned by housing beneficiaries in the area of Asanda Village Township specifically in the Siyanyanzela informal settlement; Based on the evidence and study it appears the residents in the Siyanyanzela informal settlement still have a long way for their housing needs to be met. There is no indication when the residents will be allocated in their houses.

The findings from this study indicated that the study participants were dissatisfied by the current housing process in the Siyanyanzela informal settlement the delays in housing delivery have put so much pressure on Siyanyanzela residents, 90% of the residents were dissatisfied on the administration and the manner in which the housing process was administered. The 10% housing beneficiaries were concerned by the fact if they were really going to receive their houses. Access to basic services has been improving each year 85% of housing beneficiaries were satisfied by the accessibility

in services such as water and electricity and that community leaders have played a bigger role in the development and access to services in the area. The 15% had problems with access toilets facilities and 100% of residents were concerned with the water pumps and sanitation in the area. This was a concern to protect their families and children from unhygienic environment, the researcher has been in the area and the living conditions puts a number of residents at hight risk of infectious diseases due to running dirty water and smell.

The study have indicated that the community were dissatisfied with the outcome of the projects and false hopes were created by the housing officials with the delays in social housing provision. The research showed that beneficiaries were dissatisfied with the size of the houses stating that houses are too small to accommodate their families as this is a growing concern and a very difficult way of living.
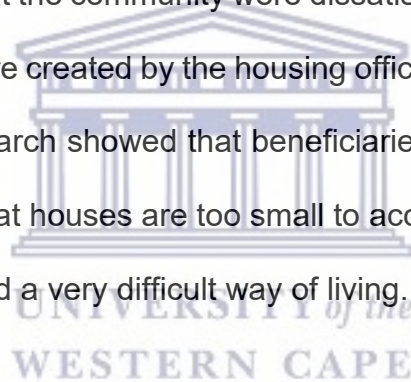
It can be concluded that the government is unable to secure houses for every citizen that moves to the urban area or city, and this is also because the economy grows every year which makes it impossible for government to satisfy the needs of all citizens. It is also impossible for government to fulfil its mandate when there is so much corruption and fraud taking place in the housing allocation process with political officials not exactly doing what they are supposed to do. The problem of not having sufficient staff and qualified staff that is trained to monitor housing projects in the different stages of housing allocation and provision does not allow improvement.

5.7 Recommendations

The housing problem remain a challenge in every aspect of society, it is a complex and undeniable situation that even local government municipalities can overcome. The following recommendation are made:

- That communities must become active participants in the social housing program. The involvement between the different organs of the state during the process and implementation of housing projects, with high level of responsibility left in the hands of local government municipalities as well as the community leaders to deal with the matters of service delivery such as allocation of social housing is recommended.

- It is recommended that Intergovernmental relations collaboration between state departments or organisations are strengthened because it is important for the successful running of projects and increased efficiency.

- The three spheres of government must work together to satisfy service delivery according to the principles of intergovernmental government relation stipulated in Section 3 of the Constitution. Chapter 2 in the Bill of Rights of the Constitution contains a few provisions where service delivery concerns are stipulated, housing as one of the few mentioned. The issue of service delivery needs great attention and seemingly access, or provision of social housing is the biggest concern.

- It is recommended that project monitoring and evaluation be strengthened. It is critical in managing service delivery process as well as improvement in the allocation and provision of services that is understanding the project cycle and project scope. Moreover, in making sure the project is successful monitoring & evaluation strategy in the allocation and provision of service delivery need to

be implemented as the current housing system does not transpire to be working currently.

- It is recommended that the right staff with the right skill set are recruited. Placing the right staff and resources, empowering and training staff, communicate the project scope with the partners and community and its leaders is important for the success of social housing.

- It is recommended that the Constitutional rights of the poor and marginalise must be protected at all times. It is recommended that citizen participation play a pivotal role in making sure the successful project implementation, with the support from the project leader and the municipality. Project management is very important in managing the project life cycle and scope. Meaning all stakeholders are part of the project being implemented from the start to the end of the project life cycle. The principles of batho pele, people have the write to be informed about the service they are being offered with access to proper information, many times communities are not involved in the decision-making process as well as meetings about the housing allocation and process. In addition, there is lack of monitoring and evaluation of the project being implemented, this part of the task needs to be part of the project monitoring and evaluation in the housing development projects to investigate the project state as well as to evaluate the project performance and quality.

- It is recommended that the housing list must be done in a transparent manner and the criteria known to everybody. The process in the allocation of housing list should be relevant to that list obtained by community leaders with the names of people qualifying for houses from the beginning of the project to the end of the project in additional to the above the beneficiary of the house should

possess a letter or proof from the department stating the details of the beneficiaries identification as well as the house number allocated with the address of the located area to avoid confusion, corruption and maladministration.

- It is recommended that the housing allocation process must be technology driven. The reason being is to limit as much as possible human influence. The use of management information system must be investigated. ICT should be made a priority in the allocation of houses this system should be able to pick it up and track the candidates details with either ID or reference number of housing allocation tracker. With ICT access to information to citizens should be given to check the status of their house and have an established system whereby beneficiaries can check the status of the house, the area of allocation as well as the development projects this system managed at local government municipalities. Technology plays a major role in most economies and in large economies of scale, this is because the world has adopted the use of technology in solving problems and improving productivity in the different industries in the most efficient and effective way. According to the Department of Public Service and Administration (1997), a strategic plan for improved service delivery has been implemented. This plan consists of service standards that cannot only be measured but realistic, achievable and timebound, such as mechanisms for monitoring and reporting service delivery standards for an example citizen satisfaction surveys and queries. Technology therefore plays an important role in running of an organisation or project role, the housing allocation and provision in the Western Cape, City of Cape Town is very slow

- It is recommended that a balance approach between societal needs and budgetary limitations must be considered. The government needs to balance between what people really need and what they see as a need or a want. Think of other strategic ways in which to satisfy those needs. Having house is a good thing however starving in that house does not take away hunger or poverty, hence some of the citizens feel the need to rather sell the house to gain source of income at the end of the day that person goes back to a shack. The balance between a good and a service needs to be explained, what is the meaning of the RDP and the objectives of this policy because giving a house does not remove a person from poverty and does not feed a human being meaning at the end of the day that persons need will never be satisfied. Some citizens see their houses as business opportunity as it does not remove the word poverty in the process.

- It is recommended that accountability enjoyed high priority. In this regard all spheres of government be held accountable by the people, and it is very important that all spheres play their fundamental role and collaborate in projects that are like housing projects. Furthermore, the government needs to administer on the underlying factors by which people understand as social housing going forward. Create housing interventions that suit the anticipated needs of citizens through public scrutiny. Transparency therefore should be implemented in all spheres of government as well as the public at large. People should be informed about the service they entitled to such as housing service delivery. Automated communication systems must be invested in, a more digitalised approach that is more user friendly, accessible, convenient to public scrutiny.
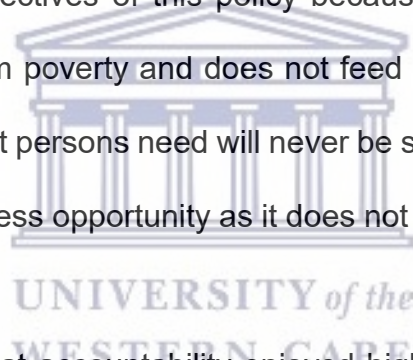
- It is recommended that access to information and the dissemination thereof be revisited and improve.   A balanced approach in access to information must be present to the municipality and the housing beneficiary deemed to be eligible to benefit from social housing. Automated approach to communication contributes a greater impact in any service provided as it provides proper information that can be traceable at all costs that allows communication to flow directly to beneficiaries through different platforms such SMS, Email and specific centre for social housing information that is password encrypted. Proper access to information must always be made available to beneficiaries for their perusal that entails the progress in housing allocation in a systematic and scientific manner, all queries regarding housing must be run through systems.
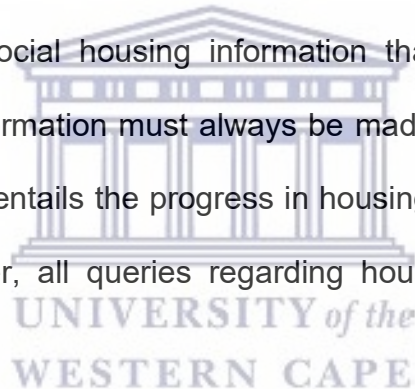
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