

**PUBLIC SERVICE DELIVERY IN THE GAUTENG PROVINCE: THE CASE OF
HOUSING DEVELOPMENT IN BRAAMFISCHERVILLE, SOWETO, SOUTH AFRICA**

BY

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DATE:

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DEDICATION

I would like to dedicate this project to my wife and children for selflessly allowing me to undertake such a strenuous journey and who never complained about the long hours I could not spend with them.

I would also like to dedicate this work to my two departed brothers, William and Oupa.

ACKNOWLEDGEMENTS

Firstly I would like to thank The Almighty for providing me with strength and wisdom when I needed it most.

Secondly I would like to pass my greatest gratitude to my supervisor, Professor SE Mini, for providing guidance and light during my hardships with this project. He has been my pillar of strength throughout this project.

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ABSTRACT

The purpose of this study is to investigate and explore the challenges and problems experienced by the residents of Braamfischerville, related to the provision of housing, including the provision of services such as adequate water and electricity and roads in the study area. The research focused largely on how the challenges and problems related to housing affect the lives of the residents, socially and economically. It seems these houses were designed for people who are single and young, and will never grow and have families of their own. When considering the size of these houses, it becomes clear that they do not cater for larger families. The quality of the housing units in this area is of very poor standard.

The mixed research methods are used to collect the primary data for this study. The use of both quantitative and qualitative methods are deemed most appropriate for this research study, as most researchers regard them as best methods in answering the research questions. Mixed approaches are also important in identifying issues, factors and relevant questions which can become the focus of a quantitative. The use of mixed methods has the assumption that both approaches can complement each other and help in avoiding unnecessary shortcomings.

The findings revealed that the size of the RDP houses was not suitable to accommodate most of the residents in this area. The problem was caused by poor housing designs which resulted in very small, overcrowded RDP houses. Most of the RDP housing units are defective, mainly caused by the use of poor building materials and it was also found out that unemployment was a major challenge in Braamfischerville. The state has not managed to create jobs for the community of this area. It has become very difficult for these people to make improvements to and maintain their RDP houses.

Provision of basic services such as water and electricity was found to be in order. The roads in Braamfischerville were found to be in very poor conditions. And that has negatively affected the socio-economic activities in the area. Finally, the land where this settlement has been established, was found to be inadequate. The area is situated very far from the places of employment and other facilities. Several houses were built on damp areas, flooding areas and on the wetlands. These houses are said to pose a serious danger to the occupants.

KEY WORDS

Housing Quality, Right to Housing, Provision of Basic services, Braamfischerville, Beneficiaries.

LIST OF ABBREVIATIONS AND ACRONYMS

ANC	African National Congress
BNG	Breaking New Ground
BSUP	Basic Services for the Urban Poor
DHS	Department of Human Settlements
DPSA	Department of Public Service and Administration
GDHS	Gauteng Department of Human Settlements
GEAR	Growth, Employment and Redistribution
HDB	Housing Development Board
HUD	Housing and Urban Development
IDP	Integrated Development Plan
JHB	Johannesburg
MDGs	Millennium Development Goals
NCOP	National Council of Provinces
NDP	National Development Plan
NHP	National Housing Policy
NLIHC	National Low-income Housing Coalition
OHCHR	Office of the High Commissioner for Human Rights
PGDS	Provincial Growth and Development Strategy
RAY	Rajiv Awas Yogana
RDP	Reconstruction and Development Programme
SAMWU	South African Municipal Workers Union
SDF	Spatial Development Framework
UN	United Nations
UNCHS	United Nations Centre for Human Settlements
US	United States

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CHAPTER 1: INTRODUCTORY CHAPTER

1.1 INTRODUCTION

Since 1994, the Government of national unity has been striving to provide basic services to most South Africans. One such service is the provision of low-cost houses, in the form of Reconstruction and Development Programme (RDP) houses, to the poor. The Government's provision of houses is viewed as a basic right of all people. The new South African government has made this commitment since its inception in 1994. This commitment was aimed at addressing the housing backlog inherited from the apartheid government. This initiative has benefited a large number of the South African population, and most were pleased to finally have a place they could call home. One of the settlements resulting from this initiative is the community in Braamfischerville, Soweto. However, the RDP housing project has been plagued by many problems. The quality of these housing units is very low, for instance the size and poor building materials used. The floor area of these housing units is 30 m² (Moolla et al., 2011). The implication is that these housing units are not suitable for the larger families in the study area. The quality of these houses is not in line with the initial commitment made by the Government as it promised to provide the beneficiaries with decent and dignified houses. In their case study, Aigbavboa (2010), Aigbavboa and Thwala (2013) and Moolla et al. (2011) point out even more defects, such as these houses being characterised by walls and roofs that are 'improperly built' and doors that are 'difficult to open'. These defects are attributed to the local municipality's poor monitoring and unskilled developers' poor job performance. This study will focus on the challenges associated with the quality of the housing units in Braamfischerville from the dissatisfied beneficiaries' perspective. In any society the people consider the quality, size of the house and adequate provision of water and electricity as important factors. It is therefore, imperative that the State provide its population with quality and adequate housing.

1.2 SIGNIFICANCE AND RATIONALE OF THE STUDY

The rationale for the study is to investigate the problems related to the provision of public services by the local government in the Gauteng province. This study focuses on how the identified challenges impact on the socio-economic conditions of the people of Braamfischerville.

1.2.1 Background of the Study Area

Braamfischerville is a settlement of RDP housing units in Soweto, in the southern part of Johannesburg (Moolla et al. 2011). This establishment is bordered by Dobsonville, Meadowlands, Roodepoort and Tshepiso. This establishment comprises four phases. The first two phases were started in 1996, followed by phases 3 and 4 in 2002. There is little difference in the structural designs of the first two phases. The housing structures are made of quartz, L-shaped and semi-detached units. Phases 3 and 4 are characterised by similar housing structures. All the houses have both electricity and water. The quality of the electricity supplied is low; it trips during bad weather, which results in a multitude of problems for the residents. If this happens, the residents usually have no electricity for more than two days or for a week.

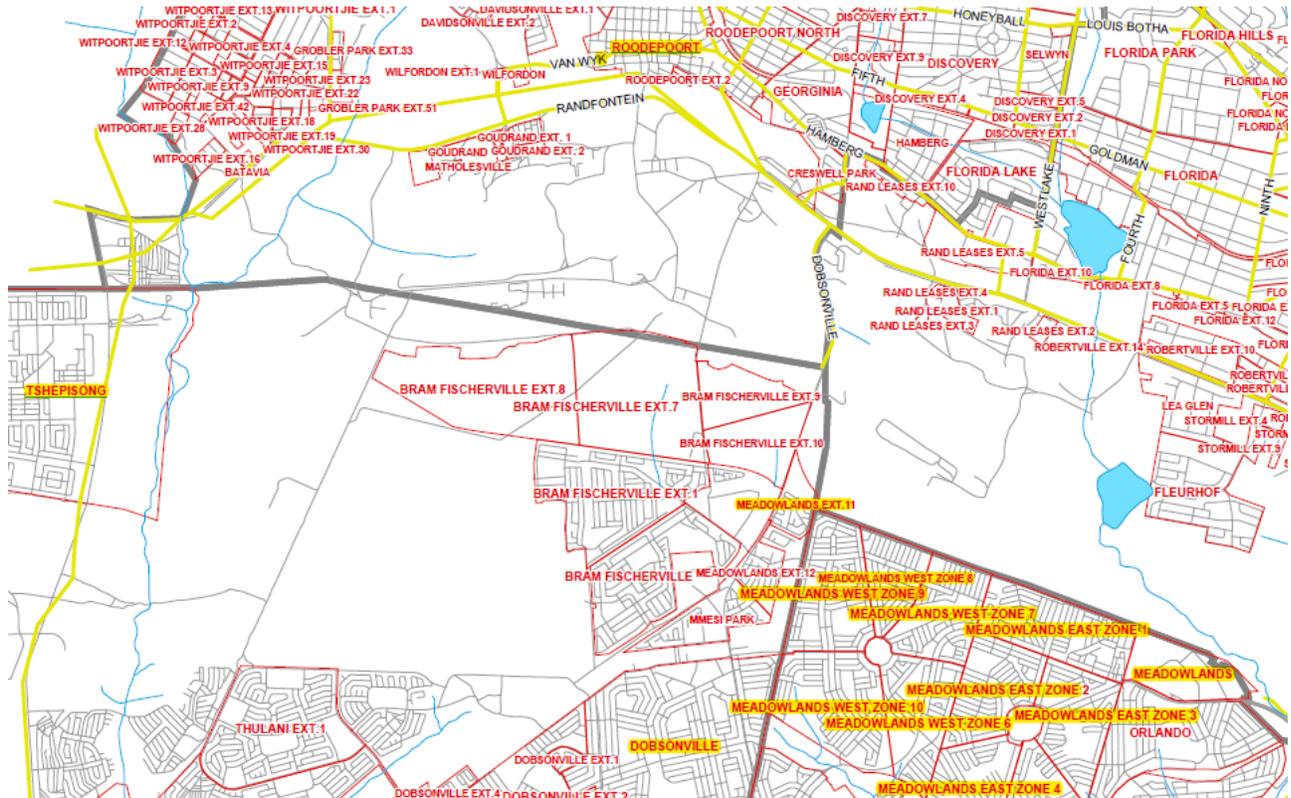


Fig.1.1: Map of Braamfischerville—the structural lay-out and physical boundaries of the study area (Accessed 28 June 2016). Source Google Earth.

These houses were previously identified by their numbers only, which made it difficult to be located. However, after the streets have been named, it became easy to locate the houses. This

area is located on a land which is not suitable for human settlement. Some of the houses are built on areas that could cause the houses to fall. There are houses which have been erected on wetlands and flooding areas. Most of the roads are not tarred and become very bad during rainy periods. Finally, the area is established very far away from the Johannesburg CBD where most people are employed which makes it expensive for the people to reach their work places.

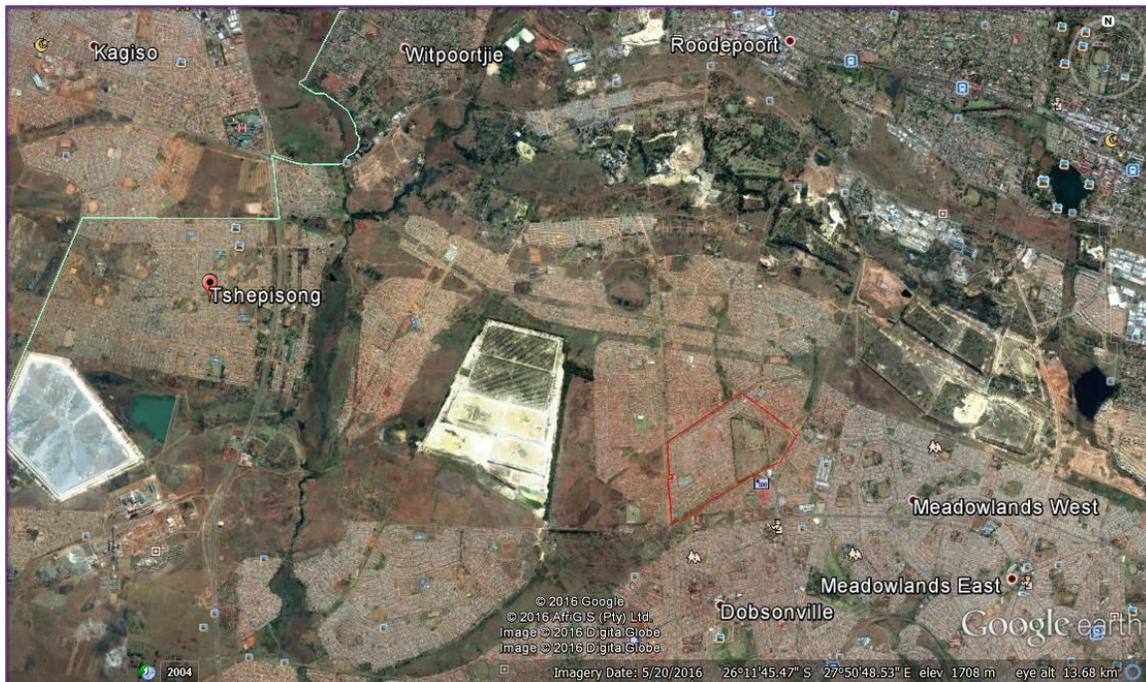


Fig. 1.2: Map of Braamfischerville: Source Google Earth (Accessed 28/6/2016).

The poor building materials used to build the houses in Braamfischerville could have been caused by the developers minimising the costs of building these houses. The housing units do not have proper divisions. They comprise a large room and a toilet, which is the only form of a division. Both the toilet seat and sink are made of plastic, which wears down easily. Braamfischerville have six primary schools and three high schools. Five of these primary schools are built with tin containers. This state of affairs proves that the State is not doing much to develop this area. Most roads are not tarred, making transport, as well as moving around, difficult. The area has no clinic and or police station. People must travel long distances for health services and to report crime in the neighbouring areas.

It is the Government and the other stakeholders' responsibility to develop these settlements. Most residents in Braamfischerville are very poor; the rate of unemployment increases by the day. Most

of these houses are occupied by more than five people (Moolla et al. 2011). There is no privacy in such households. The people have tried to engage the State, but to no avail. The State's ignorance has led to numerous strikes across the country. There are many reports of corruption and mismanagement of funds by government officials. The worst of it all is that these corrupt officials are not prosecuted but redeployed somewhere else. This signifies that corruption will continue to disadvantage the poor who rely on the State to address their housing problems.

The time has come for the State and the Department of Human Settlements to take these challenges very seriously. They must do their best to address these problems amicably. The local government has to revisit some of its policies and established policies that would yield sustainable results.

1.2.2 Rationale and Purpose of the Study

The quality of the RDP houses in Braamfischerville is very low. It does not comply with the quality of the housing projects that the ANC Government initially proposed. The Government's aim was to provide the beneficiaries with housing units that are decent, durable, sustainable and of a very high quality. These houses were intended to offer the occupants security, dignity, privacy and a sense of belonging. The RDP houses in the study area do not provide all the envisaged benefits. These houses are overcrowded because they are too small. The local government's provision of the RDP houses, as a basic right of mankind, has been a serious problem. Numerous studies have been conducted on the provision of housing and the related problems. However, the quality and size of these RDP houses were not researched in depth. It is therefore important to explore these challenges further.

According to Moolla et al. (2011), "between five and ten people were living in the housing unit allotted to them". These families find it difficult to enjoy all the qualities they envisaged at the outset. According to Jenkins (1999) cited in Aigbavboa and Thwala (2013) many problems have been experienced by the beneficiaries of the houses provided by the state due to the implementation of the RDP and Gear programmes. The problems experienced were related to poor quality of new houses and infrastructure which needed to be repaired. Most of the settlements were developed on the periphery and people disliked the types of housing designs.

The residents of the new development in Kliptown had many problems regarding their RDP houses. The problems included the “building materials quality and the workmanship standard of housing units” (Aigbavboa and Thwala, 2013:22). Beneficiaries also indicated their dissatisfaction about the general structure of their housing units which were defective. Furthermore, the respondents revealed that they expected larger housing units as they had bigger families. However, the respondents indicated that the quality of their lives have improved since moving into the RDP housing units.

According to Ojo-Aromokudu (2013) many households in South Africa differ from that of the ‘western cultures’ whereby the South African families usually have three generations occupying the same residence. The typical RDP housing units do not cater for such family cultures because they are very small. The provision of 40²m houses would not be suitable for larger family structures of this country. It is important that “the household product needs therefore to accommodate the household cycle dynamics, for the development of a sustainable settlement” (Ojo-Aromokudu, 2013:7).

The present housing development has shown signs of lack of proper planning and designing which could be seen in the types of houses produced. Comparing the apartheid types of housing products with the new housing units, a great difference could be realised regarding the effects of planning and designing (Napier, 2005). “Until the state recognises the social, economic and physical (even ecological) benefits of designing quality settlements, neighbourhoods will continue to be constructed which look like the visible manifestation of a financial spreadsheet” (Napier, 2005).

The housing development in Braamfischerville “has not made a significant contribution to notions of integration, compaction and restructuring of the apartheid city as it is located at some distance from the main urban centres” Makaya (2006:59). The location of this area has the same effects of the apartheid regime as the residents still have to spend much money on transportation. Therefore, there is limited access to services and other activities which are based in these urban centres. This area is far away from their work places which makes it costly for the people to commute.

The quality and size of any house are the main aspects that instil confidence and pride in the occupants of such houses. The owners should not feel ashamed of their houses, as is the case

with Braamfischerville's residents. These problems can affect or influence the well-being of the beneficiaries. These drawbacks greatly affect and influence their social lives and the performance of their children at school. The problems are related to the poor living conditions of these residents. The residents in this area are very poor and thus unable to improve the quality and/or the size of their houses. The ideal is for people to be self-supportive and independent of governmental social aids. The State and the other stakeholders' poor planning is the main reason for people having to face these problems.

This study will focus on the different challenges that the people of Braamfischerville experience as a result of the poor quality and small size of their houses and the adequate provision of water and electricity. The researcher will explore how these challenges affect or influence the residents' socio-economic conditions. The data to be collected will assist in improving the lives of the people of Braamfischerville; possible solutions and recommendations will be suggested.

This study will address human settlement issues, whereby people are forced to gather different building materials from the environment. Settlement geography deals with how people acquire shelter, which is influenced by a number of factors. These factors will assist in determining the different types of settlements. Settlements develop based on the economic activities of the population in those settlements.

1.3 RESEARCH PROBLEM STATEMENT

This study will explore the challenges and problems that the residents of the RDP houses in Braamfischerville experience related to the provision of housing, as well as the provision of adequate water and electricity, and how such challenges affect their lives socially and economically. The research will largely focus on how these challenges affect the lives of the residents both socially and economically. It seems that these houses were designed for people who are young and who will never have and grow families of their own. When considering the size of these houses, it becomes clear that they do not cater for larger families. It makes no sense to have more than five people occupying a house of about 30 m² and then claim to have provided them with a house of high quality. The occupants of these houses face challenges such as a lack of privacy, confidence, dignity and a sense of belonging. These challenges have a bad influence on the quality of life in Braamfischerville; for this reason, the residents need larger living space.

This study will present the problems caused by the poor quality and inadequate size of the RDP housing units that the local government provided to the people of Braamfischerville. It is envisaged that this study will contribute vastly to the existing scientific knowledge and assist policy makers in drafting the new housing policies or amending the current ones with regard to housing structures or plans. The research will also guide the local government in the implementation of the new or amended policies in order to avoid the challenges investigated in the proposed study. Both the policy makers and the local government should proceed with caution and consideration for the people of Braamfischerville.

In exploring the challenges of RDP housing delivery, the researcher will collect exhaustive data from which to draw possible solutions. Data will be collected by using both quantitative and qualitative research tools. The collected data will be analysed by using appropriate computer software that is relevant to the research problem, namely the SPSS programme for quantitative and the Hyper Research for qualitative methods. The SPSS is selected since it is considered one of the best programmes for statistical analysis in social sciences research. The Hyper Research, on the other hand, is said to be easy to use and helps to code, retrieve, build theories and conduct data analysis. The findings of this research will assist the researcher in making recommendations to address the people of Braamfischerville's current challenges and to avoid similar mistakes in future. The anticipated findings will also help the Government and other stakeholders to devise sustainable ways of addressing or alleviating poverty. Projects and programmes should be used as intervention measures to enable the poor to earn a living and to no longer depend on the State for support.

The aim of the proposed study is to benefit the inhabitants of the study area and future beneficiaries of the low-cost housing project. The target population of this study will benefit from the long-term solutions. These solutions will assist in restoring their lost dignity and pride. The anticipated recommendations and solutions will assist the residents of Braamfischerville in dealing with the challenges investigated in this study, namely the quality and size of their houses. The quality of housing in Braamfischerville has been a burning issue since the first developmental stage of the study area. The residents were furious with the local municipality about the low quality and the small size of the RDP houses. Other problems in the study area include the building materials used and the location of the study area, seeing that it is near a mine dump. The mine dump is a health hazard to the residents, since they are at risk of contracting lung diseases.

However, little has been done to address these problems and more often than not, people resort to protests, which are violent at times.

The state has failed the people of Braamfischerville for a very long time. The municipality keeps making empty promises but never honours them. Residents in the local municipality have lost hope. There is no clinic and police station in this area. People have to travel long distances to seek help in the neighbouring areas, which is problematic since many of them are unemployed. There is little development in this area and no signs indicating that this will be addressed soon.

1.4 AIMS AND OBJECTIVES

This section is where the components driving and providing the coherence and focus of this research are highlighted. The main purpose of the study is to present the research outcomes which could provide guidelines for the state to formulate the relevant policies for public service delivery and measures to implement such policies accordingly.

1.4.1 Research Aims

The purpose of this study is to investigate and explore the challenges and problems that the residents of Braamfischerville experience pertaining to the provision of housing, including water and electricity and how those challenges have affected their socio-economic conditions.

1.4.2 Research Objectives

The objectives below will guide the activities of the research project.

- To determine the extent to which the delivery of RDP houses in Braamfischerville improved the quality of life in this area.
- To identify the different types of houses that the beneficiaries of the RDP houses in Braamfischerville expected
- To assess the extent to which the RDP housing project has been implemented in an integrated and sustainable manner to improve the socio-economic conditions of the people of Braamfischerville.

- To identify the challenges that these communities experience with regard to the quality and size of the RDP houses, and to evaluate community and Government responses to these challenges.
- To determine how service delivery projects are used to improve the economic conditions of the people of Braamfischerville.

1.4.3 Research Questions

The main research question is: What is the nature, source and implications of the problems related to the RDP houses in Braamfischerville?

For the purpose of this study, the research questions below will guide the activities of the study.

- How does the provision of the RDP houses assist in improving the beneficiaries in Braamfischerville's quality of life?
- What are the community of Braamfischerville' perceptions of the quality and size of their RDP housing units?
- What types of RDP housing units did the beneficiaries expect from the Government?
- How does the local government respond to the residents of this area's challenges?
- How do the residents of Braamfischerville benefit from service delivery projects in their area?
- What are the socio-economic conditions of the beneficiaries of the RDP houses in Braamfischerville?

1.5 OUTLINE OF THE RESEARCH STUDY

Chapter 1 deals with the introduction and background of the study. It further highlights the problem statement, the research questions and the research aims and objectives.

Chapter 2 presents the literature review of a variety of issues related to the provision of housing and other housing challenges. It then explores whether the different housing policy programmes indeed provide adequate housing to the urban poor.

Chapter 3 outlines the research methodology of the study. It focuses on the different instruments used and the sampling procedures applied in gaining access to the participants. It also deals with the analysis of the data collected.

Chapter 4 outlines the research results of both the surveys in the form of descriptive statistics and statistical analysis of data. It further presents the qualitative data results.

Chapter 5 deals with the discussion of the data results and the interpretation of the research findings from the data analysis.

Chapter 6 presents the conclusion and the recommendations based on the research findings.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

“...housing right is a fundamental right which is not a single right. Rather, it is a blend of economic, social, cultural, civil, and political rights, and development and peoples’ rights” (Wakjira, 2012:24).

The right to adequate housing forms the core of this literature study. The literature consulted for this study centres on the right to adequate housing as recognised by various international and regional human rights instruments. Two key critical urban social theories are reviewed in this chapter which are the Right to the City theory and Marxist; neo-Marxist theory. The purpose of these reviews is to provide deeper insights and understanding on urban housing provision. These theories provide a better understanding of research results presented in this dissertation. International Agreements and Declarations on Human Rights are also considered as related to Housing provision.

This chapter is divided into four sections. The first section deals with the human right to adequate housing. The different aspects related to adequate housing rights, as perceived by international bodies, are outlined. The second section investigates the obstacles that hamper the achievement of these rights to adequate housing. Several factors hampering the realisation of adequate housing rights are highlighted. The third section focuses on the historical development of housing in South Africa. Housing delivery since the dawn of the South African democracy is discussed. Finally, the fourth section deals with the housing issues at municipal level. The housing provision in and around Johannesburg is discussed.

2.2 THE RIGHT TO THE CITY AND HUMAN RIGHTS TO PUBLIC SERVICES

Housing is regarded as a basic need and forms one of the critical human rights. According to UN Habitat (2007) as cited in (Almaden, 2014) the need to provide adequate housing, especially in urban areas, forms one of the critical challenges facing development. Since the dawn of neoliberalism, human rights, as were “codified” in the UN Declaration of 1948, have been replaced by capitalistic logic of power which mainly supports the elite groups in most communities in the world (Harvey and Potter, 2009). The right to adequate housing should cater for the urban poor

rather than those who are rich. In most capitalist cities around the world many housing projects are benefiting the wealthy populations.

“In light of these trends, it appears increasingly urgent to understand how different types of capitalist cities across the world system are being repositioned within increasingly volatile, financialised circuits of capital accumulation, but as well as “arenas” associated with “conflicts and contradictions related to historically and geographically specific accumulation is expressed and fought out” (Brenner et al., 2012:1).

The notion of “Cities for people, not for profit”, is aimed at encouraging the political powers around the globe to focus largely in creating cities that would focus on providing the necessary human social needs rather than those promoting capital accumulation. This cry for the types of cities mentioned above has been a demand of many societies in the world for many decades of the history of capitalist rule. A response to capitalist contradictions - creation of sufficient labour pool but failing to provide adequate human and social needs for the labour.

Although provision of housing and basic services seems different today than they were more than forty years ago, the “call for a right to the city” is still appealing to most communities all the world (Schmid, 2012). Lefebvre has identified three “tendencies” regarding this “call” about the right to the city

1. Focusing more particularly on the basic needs such as “access to shelter, food, clean water, health, and education” which are the effects of the rapid urbanization and on the other hand, the “increasing levels of socio-economic polarization” in most parts of the world.
2. This “call” is said to be representing “the withdrawal of the different states” from their essential duties whereby these duties are now carried out at regional or local levels. The other serious concern arising from this withdrawal, is that it has caused “increased fragmentation, segregation and inequality” than before.
3. There are new “alliances” which are trying to pursue this ‘call for the right to the city’. These alliances are perceived to have “a potential to reframe the urban question, to discover new, self-determined definitions of the urban in the sprawling urban landscapes, and to open up possibilities for conceiving and living different forms of urban life” (Schmid, 2012:58).

It is in this context that the call to eradicate capitalism and foster the democratic socialism around the world as it was intended by the UN Declaration’ clauses on the rights to adequate housing.

However, there is a problem that still persists pertaining to how the different nations can “construct a viable alternative to free-market neoliberalism” (Harvey and Potter, 2009). Capitalism, as well as privatization, has proven to be a strong pillar of a ‘destructive neoliberalism’ in the past.

Harvey and Potter (2009) suggest that the right to the Just City cannot be provided freely but should be fought for by all those who are disadvantaged by the processes of capitalism and neoliberalism. They further cited political events whereby certain nations in the world had to resort to violent measures to acquire their freedoms, for example, the Czechs gaining liberation in 1989; the Chinese student movement pushing for the end of the Vietnam War, and the United States of America imperialist intervention on Iraq on February 15, 2003.

These events indicate that the oppressed communities in the world are capable of claiming their rightful places from the capitalist regimes. This, as suggested above, can only be accomplished through the use of excessive force and violence.

Neoliberalism in Brazil has caused many problems since the 1980s. It has severely affected “economic growth rate and the rate of unemployment” (Maricato, 2009:197). Before its adoption, the annual economic growth in Brazil was at 7% but began to decline considerably in the 1980s. The decline in the economic growth led to a very high rate of unemployment which largely affected the youth of that country. Higher rate of unemployment had further caused an increase in the rate of criminal activities across the Brazil as it mostly affected the majority of the male population.

Maricato (2009) explains that there is “one characteristic of conservative modernist capitalism” which only caters for the “private housing markets. These types of markets benefit only those with financial power whereas the poor are compelled to depend on governmental subsidies. However, there is a hope of changing the effects of neoliberalism in the cities of Brazil, which could be made possible by a “social movement called “Urban Reform” that was created to address the housing problems in the country (Maricato, 2009).

Human rights and development are interdependent and should complement one another so that the different governments could deliver toward the realization of the right to housing. It is now an acceptable fact that “sustainable development is impossible without human rights” (Kabir, 2002).

*“The indivisibility and interdependence of all human rights find unequivocal through the right to housing”
(Kabir, 2002:104).*

The global community view housing primarily as the main human right before other forms of human rights could be considered for human survival. This right is a guarantee for all humans to feel secure, dignified, empowered and peaceful. It is the responsibility of all governments to cater for all human rights for everyone in their communities. “A right-based approach to development – can be meaningful and will go a long way to sustain and prosper the desired human development” (Kabir, 2002:98).

“Formulating a definition of ‘adequate housing’ is no easy feat. In truth, what constitutes adequate housing depends on the specific context and circumstances of households and individuals, and their needs and priorities” (Tissington, 2010:28).

According to the United Nations Centre for Human Settlements (UNCHS) housing adequacy is defined as follows:

“Adequate shelter means more than a roof over one’s head. It also means adequate privacy; adequate space; physical accessibility; adequate security; security of tenure; structural stability and durability; adequate lighting, heating and ventilation; adequate basic infrastructure, such as water supply, sanitation and health related factors; and adequate and accessible location with regard to work and basic facilities: all of which should be available at an affordable cost. Adequacy should be determined together with the people concerned, bearing in mind the prospect for gradual development. Adequacy often varies from country to country, since it depends on specific cultural, social, environmental and economic factors. Gender specific and age factors, such as the exposure of children and women to toxic substances, should be considered in this context” (Fuller Housing Centre Report, 2014:11).

The Habitat Agenda defines “adequate housing” as “more than a roof over one’s head” (Global Housing Foundation, 2010).

The United Nations Committee on Economic, Social and Cultural Rights has underlined that the right to adequate housing should not be interpreted narrowly. Rather, it should be seen as the right to live somewhere in security, peace and dignity (UN-HABITAT, Fact Sheet No. 21/ Rev.1).

According to the UN-HABITAT Fact Sheet No.1/Rev.1, housing cannot be regarded as adequate housing if it does not meet the following criteria

- Security of tenure
- Availability of services, materials, facilities and infrastructure

- Affordability
- Habitability
- Accessibility
- Location
- Cultural adequacy

It is imperative for various Governments to ascertain these elements of adequate housing are catered for in order to provide for adequate housing needs. In contrast, there are many governments which are not doing justice to what was agreed upon in the UN-HABITAT Fact Sheet stated above. Many people do not have access to adequate and affordable housing. Housing provision in such countries lacks appropriate planning and could not provide a secure tenure due to poor building materials used. Some of the houses are established on locations which are not suitable for housing. Most of those houses do not offer sustainable human settlements.

2.2.1 The Universal Declaration of Human Rights

“Housing rights form an integral part to the whole of human rights in general, and have been included in the most authoritative international statements regarding human rights” (United Nations Housing Rights Programme, 2003).

The United Nations adopted the Universal Declaration in 1948. The Universal Declaration provides, in Article 25(1), that:

“Everyone has the right to a standard of living adequate for health and well-being of himself [or herself] and his [or her] family, including food, clothing, housing, and medical care and necessary social services”

Since the adoption of the Universal Declaration, the United Nations has ensured the promotion and protection of these critical and fundamental human rights.

In addition to the Universal Declaration, several international covenants and conventions contain housing rights provision. One such international convention is the International Convention on Economic, Social and Cultural Rights, which was adopted in 1966. This convention is the most important instrument at UN level, and provides in Article 11(1) that:

“The States parties to the present Covenant recognize the right of everyone to an adequate standard of living for himself and his family, including adequate food, clothing and housing, and to the continuous improvement of living conditions. The States parties will take appropriate steps to ensure the realization of this right, recognizing to this effect the essential importance of international cooperation based on free consent.”

The States parties are one way or another obliged to implement the contents of this Covenant in order to enable their people to obtain quality housing.

Other international instruments include, among others, those below.

- The International Covenant on Civil and Political Rights (ICCPR) in Article 17
- The International Convention on the Elimination of All Forms of Racial Discrimination (ICERD) in Article 5(e)(iii)
- The Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) in Article 14(2)(h)
- The Convention on the Rights of the Child (CRC) in Article 27(3)
- The International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families (MWC) in Article 43(1)(d)
- The International Convention Relating to the Status of Refugees, in Article 21
- ILO Recommendation No. 115 on Workers' Housing.

2.2.2 The Vancouver Declaration on Human Settlements

“Everyone, everywhere, has the right to an adequate, safe and secure home in which to live” (UN-HABITAT, 2003).

The United Nations Conference on Human Settlements was held in Vancouver, Canada, from 31 May to 11 June 1976 to address the extremely serious conditions of human settlements prevailing in developing countries.

The Conference proclaims the guidelines below on action to be taken.

- 1) It is recommended that governments and international organisations should make every effort to take urgent action in this regard.
- 2) It is the responsibility of governments to prepare spatial strategy plans and to adopt human settlement policies in order to guide the socio-economic development efforts.
- 3) A human settlement policy must seek harmonious integration or coordination of a wide variety of components including, for example, population growth and distribution, employment, shelter, land use, infrastructure and services.
- 4) It is of paramount importance that national and international efforts give priority to improving the rural habitat.
- 5) The demographic, natural and economic characteristics of many countries require policies on growth and the distribution of the population, land tenure and localisation of productive activities to ensure orderly processes of urbanisation and to arrange for rational occupation of rural space.
- 6) Human settlement policies and programmes should define and strive for progressive minimum standards for an acceptable quality of life.
- 7) Attention must also be paid to the detrimental effects of transposing standards and criteria that minorities can adopt and that could heighten inequalities, the misuse of resources and the social, cultural and ecological deterioration of the developing countries.
- 8) Adequate shelter and services are a basic human right that places an obligation on governments to ensure that all people can attain them. These services starts with direct assistance to the least advantaged by means of guided programmes that address self-help and community action.
- 9) Health is an essential element in an individual's development. One of the goals of human settlement policies should be to improve environmental health conditions and basic health services.
- 10) Basic human dignity is the right of people to, both individually and collectively, participate directly in shaping the policies and programmes that affect their lives.
- 11) Since an honest human settlement policy requires the entire population's effective participation, recourse to technical arrangements, permitting the use of all human resources, both skilled and unskilled, must be made available at all times.

These guidelines are aimed at addressing most of the challenges and issues that have been hindering human settlement development in developing countries around the world. It is therefore the responsibility of all the affected nations to carry out this mandate in order to realise the right to housing and access to all the relevant services.

2.2.3 Public Service Delivery and the Millennium Development Goals

In September 2000, 189 world leaders signed The Millennium Declaration, committing to work together towards building a safer, more prosperous and equitable world. The Declaration set eight goals to be achieved by 2015. These goals are known as the Millennium Development Goals (Bartholomew, 2011).

- 1) Eradicate extreme poverty and hunger
- 2) Achieve universal primary education
- 3) Promote gender equality and empower women
- 4) Reduce child mortality
- 5) Improve maternal health
- 6) Combat HIV/AIDS, malaria and other diseases
- 7) Ensure environmental sustainability
- 8) Develop a global partnership for development

All the countries of the world and all the leading institutions have agreed to carry the mandate of the MDGs forward. The UN has been working with governments, civil society and other stakeholders to ensure that these goals are achievable.

2.2.4 Realisation of Human Rights and the Right to Housing

“The right of every woman, man, youth and child to gain and sustain a safe and secure home and community in which to live in peace and dignity” (Kothari, 2004:5).

Some countries around the world succeeded in providing adequate housing, thus recognising the right to adequate housing. However, some other governments did not do well in this regard.

The Singapore government is providing its people with affordable housing (Hwang et al., 2012), made possible by the Housing Development Board (HDB) that is responsible for all the construction processes. Many Singaporeans have been able to access housing finance from the Central Provident Fund that is regulated by the government. Many beneficiaries are proud owners of their housing units.

In addition, the Brazil's housing programme, known as "My House, My Life", was launched in 2009. The programme has provided housing subsidies to increase the supply of affordable housing to low- to middle-income households (UN-Habitat, 2013). This housing programme has enabled many Brazilians to own a decent, affordable house.

According to Karnad (2013), the Indian government has recently launched their housing programme known as Rajiv Awas Yojana (RAY). This housing programme is aimed at eradicating slums in India and provides affordable housing to the urban poor. The intention of the government was to secure a particular piece of land in order to address the needs of the poor.

In contrast, 30 million Europeans were living in inadequate housing units. The housing units were overcrowded, had leaking roofs and the windows were of very poor quality. Countries such as Bulgaria, Latvia and Romania were negatively affected by large numbers of housing deprivation (European Foundation, 2012).

The provision of affordable housing in Ghana has become one of the state's serious challenges (Yirenkyi, 2014). Ghana is one of the countries that recognises the right to housing, but it has failed to provide housing to the low and middle-income households. The housing programme has, instead, enabled only the wealthy to acquire housing and not the target group, namely the low- and middle-income households. It is therefore important for all government authorities to ensure that the right to adequate housing is taken seriously.

2.3 GLOBAL OPPORTUNITIES AND CONSTRAINTS TO ADEQUATE SERVICE PROVISION

"Though the right to adequate housing is recognized under many international and regional human right instruments, it does not mean that all nations would discharge their obligation" (Assefa, 2011:20).

Many countries do not provide adequate housing to the poor as expected of them. Several obstacles hinder the realisation of these human rights.

2.3.1 Global Trends in Public Service Provision

“The approach that would ensure the greatest and most cost effective allocation of decent, affordable housing is one that is free of discriminatory barriers to broader societal opportunities that ultimately shape access to the housing market” (Carr, 1998:250).

Many African countries have inherited housing backlogs from their past regimes. These backlogs were the result of colonialism in many African countries and apartheid in South Africa. Colonialism and apartheid have robbed a large number of African populations of certain human rights, of which housing is one.

In Zimbabwe, colonial urban centres met different socio-economic needs that affected their location and function (Kalugila, 2013; National Housing Policy, 2012). Many policies denied the people their right to proper housing; hence we find many African countries being either developing or underdeveloped countries. Early urban centres were developed to service Europeans and were thus built in European areas (National Housing Policy, 2012). The housing policies largely favoured the colonists rather the colonised. As a result, the colonised experienced severe poverty for many decades.

Zimbabwe became more urbanised after 1980, placing a strain on most towns (Kalugila, 2013; NHP, 2012). Urbanisation has led to more people living in the informal settlements and ‘outbuildings’ (NHP, 2012). The country was unable to provide housing for its people for the reason that it had just become independent with much work to be done. Colonial policies were to be eradicated before the country could find its ground. That was no easy task. In trying to achieve its goal, the government aimed to provide “housing for all by the year 2000. The main aim was to engage the civil society organizations and the involvement of the private sector” (NHP, 2012:5).

In South Africa, the housing backlog with regard to the black population, particularly the poor, was evident since the 1970s (Napier, 1993). Napier points out that the apartheid government excluded about 72% of the black population from the housing planning. According to Urban Foundation (1991c:5) cited in Napier (1993), the housing backlog in South Africa was estimated at 1, 22

million units with an annual need of 113 000 units, which was aimed at coping with the emerging household formation. The actual housing backlog was considered to amount to 174 000 units per annum in order to meet the housing need in a period of two decades UF (1991c:5) cited in Napier (1993).

2.3.2 Housing Policy Programmes in Developing and Developed Countries

Housing policies in many countries around the globe have not yielded the expected results. According to Kelly (2013), the Australian housing policy needs to be “renovated”. The housing policy in Australia does not cater for the low-income group that consists of renters, but works well for the “homeowners and investors”. It is difficult for the renters to purchase the houses because of higher prices. The poor are thus forced to resort to renting, which comprises longer time periods.

Landis and McClure (2010) state that it took many years for the Federal Housing Policy in the United States, which promotes homeownership, to include other population groups. The African Americans and “other minorities” did not benefit from this policy because of the past discriminatory laws in the U.S. The two governments have not supported the most vulnerable group, the poor. The low-income households in Australia did not receive any support from the government, whereas those in the U.S. were discriminated against.

Service delivery in many countries has been hampered by not implementing the “best” policies. Other problems related to a lack of implementation are “improper planning and poor execution of the housing programmes”. Moshia (2012) concedes that unplanned settlements are growing “tremendously”, including the developments on “hazard land” such as low lands that are often flooded, river valleys and damp areas. People tend to settle in such areas because governments do not regard these areas suitable for human habitat. These settlements are usually not serviced and are in most instances characterised by many diseases due to lack of sanitation and clean running water. Life in such areas is unbearable. Conditions are worse during bad weather, as the quality of the building materials used in constructing the shelters are not good.

These activities are contravening people’s rights to access adequate and decent housing as declared by the United Nations and highlighted in Office of the High Commissioner for Human Rights (OHCHR, 1991). Most governments establish “perfect” housing policy programmes, but

the main problem remains the implementation of such programmes. Many governments all over the world have encountered poor service provision as the result of a lack of policy implementation, which in turn impacts poorly on the economy in those countries.

Each government must ensure that its citizenry is well looked after and that all the relevant policies are correctly implemented. Governments must have intervention strategies readily available to respond timely when the need arises.

2.3.3 Privatisation of Public Entities and Other Services

“Privatization of public services would mean lack of affordability” (Wang & Murie, 2011:241).

Privatisation of state enterprises and services, as well as the removal of state intervention, meant that populations were left unprotected from the impact of unregulated markets (Tilley, 2007); that became the central mechanism determining the allocation of wealth and resources. Tilley (2007) further states that low-income housing in Peru poses very dangerous conditions to the beneficiaries. The area is established on an inadequate location and the houses are “cramped”, forcing family members to share the same room, which is very small, resulting in them not having privacy.

Many governments with dysfunctional housing policies are forced to privatise their public assets. Privatisation of these assets often contributes to a number of housing problems, particularly for the poor.

In 1998, China introduced the “new housing reform policies” (Wang & Murie, 2011:241). The new policies were to provide housing in three forms: (a) commercial housing; (b) government-supported affordable housing; and (c) government-assisted rented housing (Wang & Murie, 2011:241), as quoted from the State Council (1998). Wang and Murie state that the government aimed to provide “government-supported affordable housing” to more than 70% of low- to middle-income households. However, only the commercial housing became “very popular and profitable” compared to the other two sectors in which about a quarter of intended developments were “government-supported affordable housing”. The initial expectation of 70% was not met.

The Chinese Government neglected the low-income earners who could not afford to purchase decent houses and it utterly reneged on its promise of supporting the poor.

Private housing developers and landlords in the United Kingdom capitalise on the “scarcity of affordable and secure housing” (Bone 2014:10). They tend to make a lot of money by means of “inflated prices”, and the lenders increase their credit rates by means of “irresponsible lending”. It becomes very difficult for the low-income households to afford decent houses; they always have to resort to renting, of which the rates are also very high. The main problem in this regard is that there is less or no regulation and monitoring from the government.

In the United States, the public housing policies had to be privatised following the “reoccurring criticisms of government housing programmes” (Salsich, Jr., 1995:273). Such programmes resulted in housing that is “excessively costly, poorly managed and disruptive of neighbourhoods”. The U.S. Government further instructed the Department of Housing and Urban Development (HUD) to sell all the public housing units that were in good condition to occupants at “discounted prices”.

Many families were forced to leave their homes, as they could not afford to purchase those housing units. The lives of those families were disrupted as a result of the privatisation of the public asserts. Many poor people could not afford privatised services due to the fact that private entities wanted to make huge profits.

“Neoliberalism is a theory of political economic practices proposing that human well-being can best be advanced by maximization of entrepreneurial freedoms within an institutional framework characterized by private property rights, individual liberty, unencumbered markets, and free trade. The role of the state is to create and preserve an institutional framework appropriate to such practices” (Harvey, 2007:216).

Harvey perceives neoliberalism as a phenomenon that has been highly regarded by the “upper class and the ruling elites”, particularly in countries such as the U.S. and Britain. He also points out that neoliberalism has created conditions that formed different capitalistic classes in countries like China, India, Russia and elsewhere. Hence, the low- and middle-income can be distinguished from the high-income classes. The latter class is, in most instances, benefiting from many

programmes initiated by their governments while the former, who are the targeted beneficiaries, do not entirely benefit from such programmes.

Corporatisation, commodification and privatisation are processes whereby public assets are sold to the private sector. Roy (2001) cited in Harvey (2007) argues that privatisation, referring to the Indian case, means “the transfer of productive assets from the state to private companies” (Harvey, 2007:222). The productive assets, according to Roy, are all the natural resources such as earth, forest, water and air. These are the resources on which the people rely and which have been entrusted to the state for preservation. However, the state has deemed it fit to sell these natural resources to private companies.

Harvey further states that the state that has embraced neoliberalism will do everything in its power to implement all the policy programmes related to privatisation in order to accomplish whatever it has intended to achieve. Privatisation may appear to be working in favour of the lower classes, but the long-term effects can be negative. “The redistributive tactics of neoliberalism are wide-ranging, sophisticated, frequently masked by ideological gambits, but devastating for dignity and social well-being of vulnerable populations and territories” (Harvey, 2007:238).

In South Africa, incompetent local governments, by “providing the basic services to their communities” and that “prompted” the state to work with the business sector which led to some of the public assets being privatised, influenced privatisation. The South African Municipal Workers Union (SAMWU) has strongly opposed the privatisation of these services, as “most politicians are only interested in enriching themselves” and do not serve their communities. SAMWU argues that these politicians “use their powers to access business opportunities”. SAMWU views privatisation the same as “neo-liberalism” in that “it is a policy designed to benefit capital, not workers and communities” (Van Niekerk, 1998:3).

2.3.4 Rapid Urbanisation and the Crises of Public Service Provision

“The influx of rural population to cities in search of employment and better quality of life and the increasing population density in urban areas has created an enormous burden on cities in terms of housing” (Somashekara & Shivalingappa, 2014:1).

Many countries around the world have serious housing shortages that compel many families to share a limited space available to them. The housing shortages are the result of a number of factors. It is largely caused by a lack of government intervention, poorly managed public entities, and poor regulation and monitoring of public services.

Providing an effective housing policy framework constitutes one of the major instruments required for “sustainable urbanization” (Jiboye, 2011). He further states that the rise in population and the rapid increase in the size of cities have led serious lack of adequate housing in Nigeria”. He suggests that there is a need to “stimulate progressive urbanization” by delivering adequate housing. Nigeria has one of the highest urban growth rates in the world which accounts for about 40% of its population to live in urban areas that are severely affected by overcrowding. The Nigerian public sector has been involved in formulating many policies, instead of focusing on delivering habitable housing (Olotuah & Bobadoye, 2009). The state in this country failed to implement such housing policies, hence the poor housing provision.

Most cities in the world are affected by “urban mobility” that hampers social and economic development in those cities (UN-HABITAT, 2013:23). The movement is largely because of a lack of rural development programmes that could alter this huge influx of people to cities. Urban areas are unable to provide houses to the ever-growing populations. The conditions of life in these areas are unbearable. The conditions lead to the formation of informal settlements and slums without basic services for the communities.

The housing shortage mostly affects the urban poor (UN-HABITAT, 2013:21). In Brazil, it is estimated that the housing deficit in cities is about 85%, which is “measured by the real absence of housing and further assessed in terms of habitability and affordability” (Greenstein, 2010; UN-HABITAT, 2013:21). The housing shortage in Brazil is also hampered by poor urban infrastructure, which is said to “remain a challenge to be overcome” in the cities of Brazil (UN-HABITAT, 2013:22).

The lack of proper forms of employment by the Mexican government is the main cause of poor housing quality in the cities of Mexico (Greenstein, 2010). The government in this country had only managed to build about 500 000 new housing units annually, between 2005 and 2008. The completion of these housing units, however, did not address the problems of housing deficit in

Mexico's cities; the deficit is estimated to be more than 9 million (Inter-America Development Bank).

"The first and foremost problem with the Basic Services for the Urban Poor (BSUP) projects was that they were trying to construct houses and not to create liveable habitat" (Mahadevia et al., 2013:10). The major problem with BSUP projects was that they were focusing on producing quantity rather than quality. The implication is that more and more houses of very poor quality and not suitable for humans to live in were constructed. They further argue that housing should be erected to benefit people's well-being, including health, physical and mental benefits.

In the city of Kampala, Uganda, the housing deficit is negatively affecting the economy of the country (Mayer, 2011). In Kampala, is developers are only focusing on creating wealth for themselves as they provide housing only for the "wealthy and the well-connected elites". Mayer further indicates that the poor majority are forced to live in slum areas that offer "informal" rental housing. He also highlights three factors that hamper the delivery of affordable housing to the majority, namely

- inflating land values,
- exorbitant infrastructure costs, and
- the lack of affordable home finance mechanisms.

These factors made it very difficult for the low-income earners to access decent housing, since they could not afford the high housing prices. It is apparent that the Ugandan Government did not have appropriate housing policy programmes in order to cater for the majority of its residents.

2.3.5 Underdevelopment and Housing Affordability

"Affordability is frequently interpreted as the relationship between household income (or, more generally, means) and housing expenditure; housing is affordable if expenditure relative to income is reasonable or moderate" (Kutty, 2005:115).

According to Kutty (2005), a large number of housing markets have encountered the very serious problem of affordability. Housing expenditures across the world have forced many households to cut on their expenditure on food, clothing, health care, education and other human capital

investments. In many instances households were burdened with housing expenditure and could not pay for other important needs. They tended to spend much of their income on housing.

Kutty (2005) further argues that when it comes to housing expenditures, developers do not consider whether households will have surplus income to meet other basic needs or not. Affordability would imply that these households are able to buy food and pay for education, health care, training and child care. These are seen as vital for households. Hence it is important to consider such basic needs when paying for shelter, whether these needs would be catered for or not.

The U.S. is characterised by many housing challenges (Carr, 1998). Many of the low- and the very low-income and minority households live in various housing structures that are physically inadequate. These households spend huge amounts of their meagre incomes on rent; in some instances they live in socially and physically distressed neighbourhoods where there is extreme poverty and other negative influences.

Living in a distressed neighbourhood further intensifies the effects of family poverty on individual educational achievement, economic prospects, health and other measures of well-being. Neighbourhoods with a concentration of poor people deprive the larger community of needed human and financial capital while also isolating residents from the resources and networks they need to reach their potential (HUD, 2011).

According to the Department of Housing and Urban Development (HUD), the accepted definition of affordability is for a household to pay no more than 30% of its annual income on housing (Centre for the Study of Social Policy, 2011). This rising lack of affordability in the rental market, compounded by the foreclosure crisis, has only increased the numbers of those who struggle with housing security. By 2009, the number of renters paying over 30% of their income for housing reached 18.5 million, which represents 52% of all U.S. renters (National Low-income Housing Coalition, 2011).

The lack of affordable housing has led to high rent burdens, overcrowding, substandard housing and housing insecurity for many American families, exacerbating poor outcomes for those in economically distressed communities (NLIHC, 2009).

Kenya also faces serious challenges with regard to housing development. The major challenge is “affordable housing” (Nyathi, 2011). According to the UN-HABITAT survey, the housing demand in Kenya is estimated at “150 000 housing units”, whereas only 35 000 housing units were delivered. The shortage has caused the private developers to focus on making profit by limiting their supply of housing to the “upper-income class” (Nyathi, 2011).

As the majority of Kenya’s population are poor, they were forced to settle in informal settlements and slums since they were unable to afford these housing units. The settlements in the slum areas comprised of very poor building materials (Nyathi, 2011). The people in the slums could not access basic services and the roads were bad.

According to the World Bank, about 11% of Kenyans could afford to buy a decent house. The implication is that a larger percentage was underpaid, indicating that they could not afford the quality housing units. This scenario resulted in a huge housing shortage that led to high “property prices” (Nyathi, 2011).

2.4 HISTORICAL HOUSING DEVELOPMENT IN SOUTH AFRICA

“The human settlements context comes not exempted from its external and internal challenges. These challenges spans from policy platforms to the professional skills required for effective service delivery” (GDHS, 2014:22). The following factors are hampering the effective service delivery in Gauteng.

- Growing infrastructure maintenance backlog and the low levels of financial provision for maintenance of such infrastructure.
- Illegal occupation of land adds to challenges for housing, service delivery and planning.
- Number of households receiving free basic services increased across municipalities, adding pressure on financial viability of the municipalities.
- Review of efficacy of various indigent policies needed.
- The use of various sources of data to measure backlog not assisting performance monitoring and evaluation.
- Shortage of professional skills required for key infrastructure.
- Population growth (migration) impacting on service delivery.

“The South African Constitution, 1996 enshrines the right of everyone to have access to adequate housing and makes it incumbent upon the state to take reasonable legislative and other measures within its available resources to achieve the progressive realization of this right.” (National Housing Code, 2009:9).

2.4.1 Housing Policy Programmes in South Africa

“In 1994, the housing backlog was estimated to be 1, 2 million. The 1996 census showed that 1, 5 million households were living in informal houses in urban areas” (DHS, 2014:17).

The post-apartheid government has made a commitment to provide all needy people in South Africa with housing structures of high quality. This was indicated in the policy framework of the Reconstruction and Development Programme (RDP) in 1994. This policy emphasised the provision of housing units with “durable structures, reasonable living space and privacy, which includes sanitary facilities, storm-water drainage, electricity and convenient access to clean water”. The RDP has its focus on the social aspects of sustainable development and addressing the basic needs of all people; all the processes should be “people-driven” (Aigbavboa & Thwala, 2013). This policy framework forms an ideal platform for theory testing, which would yield best results if put into practice. It would have helped in resolving the housing problems experienced in the country today.

According to Du Toit et al. (2002), the responsible government and its institutions should provide services that “benefit society in general”. The same idealistic factor is indicated in the Constitution of South Africa, section 152(1) (6). It states that “one of the objectives of local government is to ensure the provision of services to communities in a sustainable manner”. Section 26 of the Constitution of South Africa states that everyone has a right to have “access to adequate housing”. It is therefore the Government’s responsibility to ensure that appropriate measures are put in place to achieve this right. The RDP was regarded as a policy framework that would focus on the “socio-economic renewal, transformation and empowerment” and on establishing a “systematic approach to the democratization and development of the South African society” (ANC, 1994a:4). The Government was expected to play a major role in the creation of a sustainable economy in order to bring about “social, economic and political equalities” in the South African society.

In early 1996, due to the pressure that the business sector put on the South African Government, it became imperative for the State to consider “restructuring the economy in order to stabilize the falling rand”. This pressure caused an “ideological division” in the business sector and the trade unions, in accordance with the economic transformation (Edigheji, 2003). The business sector adopted a “Growth for All” economic framework. The contents of this framework focused on the “neo-liberal economic prescriptions”, which are

- lean state,
- full-scale privatisation,
- flexible labour markets,
- deregulation, and
- liberalisation.

The trade unions, on the other hand, replied with their own framework known as Cosatu’s Social Equity and Job Creation. The content of this framework focused on the “Keynesian framework”, namely

- labour-intensive growth,
- an active industrial policy,
- an interventionist state and
- social insurance.

The framework further stressed that privatisation can be examined on a “case-by-case basis” and that job creation should “accorded utmost priority”.

Edigheji (2003) states that the Government was compelled to respond by providing a policy that will “secure the markets”; hence the Growth Employment and Redistribution (GEAR) policy was adopted. This policy was said to be “non-negotiable”. The trade unions did not receive the adoption of GEAR well, because they were not consulted before the State made the policy public. The ANC viewed GEAR as a “complete turnaround strategy” on its economic policy embedded in the RDP; a “neo-keynesian policy which promotes extensive consultation among all the stakeholders”.

The RDP was replaced with GEAR, “an orthodox neo-liberal macro-economic policy”. The Government saw it fit to adopt GEAR and run with it due to “a housing backlog” that needed the injection of funds from the business sector. The RDP, as a policy framework, seemed to not serve the purpose it was supposed to. This was evident from the poor service delivery that was caused by the Government’s insufficient funds. The Government seemed to have had no other choices but to risk its relationship with the alliance by adopting GEAR without indulging the alliance beforehand.

Adelzadeh (1996:3) as quoted by Edigheji (2003:93) notes:

“Overall GEAR’s substantive abandonment of the RDP is indicative of the panic response to the recent exchange rate instability and a lame surrender to the policy dictates and the ideological pressures of the international financial institutions and domestic conglomerates. The proposed growth framework and policy scenarios are analytically flawed, empirically unsupportable, historically unsupportable for this country, and if implemented, will lead to disappointment and failures in achieving the RDP objectives of fundamentally transforming the inherited patterns of inequalities”.

In 2004, the State introduced another policy document, namely the Breaking New Ground (BNG) strategy. Menguele et al. (2008:181) identified three challenges as the “core tenets of BNG”, which are

- the changing nature of the housing demand at the lower end of the housing market,
- the nature of the housing supply, and
- the slowdown in delivery.

They highlight that the 1994 housing backlog indicates that the “demand was outpacing the delivery capacity of the state”. The BNG has revealed that

- the backlog has increased due to the change on demand and the pace of urbanisation,
- 1,8 million houses are declared to be inadequate, and
- the number of shack and backyard dwellers increased from 1,45 million in 1996 to 1,84 million in 2001 (DoH, 2004:4).

The BNG has further indicated that most housing programmes were carried out in the urban periphery due to a “lack of suitable land for low cost housing”. This resulted in limited integration of human settlements and consequently “poor quality of life” (DoH 2004:4).

The aim of this strategy was to correct the results of the RDP strategy, which largely focused on the quantity of products rather than the quality of such products. In the case of the RDP, more and more houses were produced without considering the quality of the houses. The BNG was aimed at addressing the negative outcomes of the housing policy, namely “increasing housing backlog, slowdown in delivery, poor quality products, a lack of community participation, corruption and maladministration, and the continued growth of informal settlements” (Tissington, 2011; cited in Ojo-Aromokudu 2013:2).

“Some sectors” criticised the BNG strategy. After 2009, the Department of Housing changed its name to the Department of Human Settlements. Its main focus became the “mandate” of the constitution; i.e. “the right to access adequate housing for all” (Ojo-Aromokudu, 2013:2).

The ANC-led government has adopted another policy framework, the National Development Plan (NDP), in 2012/2013. This plan presents a “long-term vision” for the country until 2030. The NDP aims “to attain a decent standard of living through the reduction of inequality” (Zarenda, 2013:3).

The NDP identified certain “core elements of a decent standard of living” such as

- housing, water, electricity and sanitation,
- safe and reliable public transport,
- quality education and skills development,
- safety and security,
- quality health care,
- social protection,
- employment,
- recreation and leisure,
- clean environment, and
- adequate nutrition.

The four overriding implementation objectives support these elements. The objectives are

- providing overarching goals for what is to be achieved by 2030,
- building consensus on the key obstacles for achieving these goals and identifying what needs to be done to overcome these obstacles,
- providing a shared long-term strategic framework within which more planning can take place in order to advance the long-term goals set out in the NDP, and
- creating a basis for making choices about how best to use limited resources.

“Neo-liberal policies limited funds available for public, welfare-oriented programmes, meaning that the low-cost housing program is under-funded, placing delays on delivery and resulting in housing of poor quality, built on cheap land on urban peripheries (Huchzermeyer, 2003)” quoted by Goebel (2007:293).

All the mentioned policies were introduced in order to eradicate all the inequalities of the past regime. Only if implemented accordingly, would they have benefited all the poor and marginalised people in South Africa. These policies, however, have been misused to enrich those who are in power, who in the process neglected the rightful beneficiaries. The poor are now living in conditions that are worse than what they were in the apartheid era.

2.4.2 The Roles of the Three Spheres of Government

“Intergovernmental relations between central, provincial and local levels, require, among other things, clear guidelines, effective communication and closer co-operation to achieve the objectives stipulated in the New Constitution.” (Ismail et al., 1997).

2.4.2.1 National Government and Service Delivery

The Parliament, which comprises the National Assembly and the National Council of Provinces (NCOP), has the responsibility of approving the country’s laws and policies. The NCOP is also involved in drafting the laws and policies for provincial and local government departments. The Presidency is responsible for monitoring and evaluating the overall progress of achieving government goals. The Department of Public Service and Administration (DPSA) sets the policies and framework for the Public Service at a national and provincial level. Provincial and local governments must adhere to the laws and policies set down by the National Government. National

Government, by means of the Treasury, provides the financial resources for both the provincial and local governments.

2.4.2.2 Provincial government and Service Delivery

Every province has a legislature that approves provincial laws and passes an annual provincial budget. Legislature also employs directors and public servants to perform the work of government. Each province has to develop a provincial growth and development strategy (PGDS) that spells out the overall framework and plan for developing the economy and improving services. Provinces also have a spatial development framework (SDF) that states “where and how” residential and business development should take place and how the environment should be protected. The provincial MEC and Department of Local Government are responsible for the co-ordination, monitoring and support of municipalities in each province.

2.4.2.3. Local government and Service Delivery

Each municipality has a council who makes decisions and municipal officials and staff who implement the work of the municipality. The councils approve policies and by-laws in their respective areas. The council passes an annual budget for its municipality. They must also decide on development plans and service delivery for their municipal area. The mayor and his/her team oversee the work of the municipal manager and department heads. The municipal manager is responsible for employing staff and co-ordinating them to implement all the programmes approved by the council.

McLean indicates clearly what each sphere of government is responsible for. “The National Government provides the broad framework and policy, provincial government oversees planning and facilitates development, and local government being involved in development itself, where its capacity enables this” (McLean, 2003:162). She also points out the problems regarding the “proper planning in the quality of the building work, and also at the rate at which housing projects are completed”. The national and provincial governments do not do adequate planning, which impacts negatively on the local government. Lack of proper planning leads to poor implementation of the policies that are aimed at improving the quality of the lives of the target populations.

Another disparity is that the local government is required to compile an integrated development plan (IDP), which does not apply to the provincial government. This disparity between the two spheres causes much “tension and confusion” with regard to the roles of the different spheres of government. McLean further describes co-operative government as “rather haphazard and, in some cases, competitive”. She views the model of co-operative government, provided for in the Housing Act, as allowing for “all of these possibilities”, “laying down principles rather than perspectives” (McLean, 2003:173).

2.4.3 Community Participation in the Provision of Housing

According to Mogale (2003), with reference to the White Paper on Local Government, he believes that the local government has an obligation to ‘build a local democracy’, and that municipalities are responsible for “developing strategies and mechanisms to continuously engage with the citizens, business and community groups”. He also points out that the local government has to be ‘developmental in promoting growth and development as well as the manner in which it maintains and sustains the developmental processes’. He further suggests that the local government needs to acquire ‘extensive resources such as funding, human resources and appropriate institutions’. These requirements are essential to meet the developmental requirements and speed up service delivery to the poor.

Cameron and Stone (1995), state that it is important for the local authorities to involve the local communities in all the projects of service delivery before the implementation of such projects. They further argue that lack of adequate consultation could result in the projects being rejected by the community. They inform that “lack of capacity brings about serious impediment to equal participation in the RDP” and they see unequal competition as disadvantaging those with expertise and lead to poor performance. They believe that the local authorities should take responsibility of making skills and expertise available to the community through education and other developmental programmes. These aspects will help the local governments in curbing the problems of poor service delivery and avoid the conflicts with the local communities. They recommend that ‘proper engagement can have greater long-term success of projects’.

Mafukidze and Hoosen (2009) commented on the after-effects of community participation in Diepkloof, Soweto. They state that the aim of community participation is to “encourage all the stakeholders to benefit in new developments”. They do not dismiss the notion that the community participation could also yield “negative results because of poor communication; lack of adequate

knowledge and conflict resolution by its drivers” (Mafukidze and Hoosen 2009). Poor planning on involving the community has caused the community of Diepkloof to have a shortage in housing. This was attributed to lack of skills on monitoring the processes of community participation. In order that community participation could enhance success, the state must entrust this duty to professional people. This will help the state in achieving many service related goals and in many occasions avoid chaos caused by disgruntled residents.

Houston et al. (2001) point out that it is the municipal authorities’ obligation to involve the ‘civil society formations’ in all the local government activities, such as budgets, planning and developmental priorities. In order to achieve this, the municipal authority should establish an Integrated Development Plan (IDP) at a local level. Houston et al. (2001) conducted a study on the public participation in the IDP processes of local government in Pretoria. Their study has identified a number of strengths and weaknesses. The strengths have shown that ordinary residents were able to play a role in the planning process. Those who were directly affected by city council decisions had a chance to raise their concerns and also became part of the planning of the Pretoria City Council. In case of the weaknesses, the City Council did not give the IDP reports an adequate attention and other problems such as:

- Inadequate consideration given to the IDP reports by the City Council
- The limited participation of councilors in the process
- Conflict between community structures and councilors
- Insecurity about the future of the IDP process and in particular, community structures such as the planning zone forums
- The lack of resources for community participation process and the implementation of the IDP projects
- Domination of the process by a small number of individuals or a particular sector such as consultants or developers
- And the prevalence of self-interest in the planning process.

Most of the government officials usually take the participation of the community in their planning for granted. They assume that people will accept anything that comes their way because of desperation. These officials are only interested in making a fortune out of the state funds and neglect their call for servicing the people. The results are always unattractive as the people cause a lot of havoc and destroy the state entities in the process.

Siddle and Koelble (2012), affirm that South Africa has a 'comprehensive framework of public participation' which allows for a 'free communication, responsiveness and accountability' and which is seen as a "grassroots system". They argue that there are many municipalities that are not willing to develop and give proper structures that will encourage effective community participation. This has resulted in the lack of accountability between the municipality and the community. The performance of the local government is not impressive and the citizens have lost trust in their municipalities. These municipalities do not apply 'public participatory processes' as they expected to.

The communities cannot protest against the poor services if they were initially and formerly involved in decision-making of such service provisions. These communities will take charge of the envisaged projects and that will save a lot of money for the state. There would not be unnecessary destructions of the state buildings, no lives would be lost or people hurt and no need for the state to "fix" anything because of poor workmanship of contractors. The best thing would be that most projects would be carried out by the communities themselves. This will imply that the state would not be held accountable if things did not go well in any of the community projects. However, the service delivery projects have not been properly carried out because in most instances beneficiaries are not engaged when such projects are introduced by the state officials.

2.4.4 South Africa's Housing Programme since 1994

The post-apartheid government has made a commitment to provide all the needy people of South Africa with housing structures of high quality. This was indicated in the policy framework of RDP in 1994. The policy emphasised the provision of the housing units with "durable structures, reasonable living space and privacy, which includes sanitary facilities, storm-water drainage, electricity and convenient access to clean water". This framework forms an ideal platform for theory testing that would yield best results if put into practice. It would have helped to resolve the housing problems experienced in the country today.

In 1996, the Government, experiencing difficulties in meeting the envisaged number of housing units, adopted a macro-economic framework, namely growth, employment and redistribution (GEAR) that was aimed at providing the State with financial resources. Thereafter, there has been a very slow but steady economy in South Africa (Møller, 2004). GEAR was seen as a tool to assist Government in achieving its RDP goals of "providing basic services for all". RDP and GEAR were

believed to be the ultimate solutions to the economic problems of the ANC-led government by enhancing the economic development and sustainable growth.

The Gear Policy as much as it was favoured by the business sector, had a negative impact on the poor majority, especially the black population. This policy has caused an “increase in unemployment, inequality and racial division”, and the gap between the rich and the poor became even bigger. According to Møller (2004), GEAR has not helped in creating “sufficient jobs” in order to provide job opportunities to most young people. This has resulted in most youth being severely affected by lack of jobs. The state was faced with a huge “housing backlog” because of the slow delivery in the housing sector. Housing shortage has resulted in the mushrooming of informal settlements.

Napier (2005) compares the housing delivery in the 1980s and the housing provision in the new democratic dispensation. On the one hand, it is evident from the 1980 houses that more attention was paid to the design and “layout of the house and services” of the residential areas. Also, the previous government supported the occupants before and after occupying their houses. On the other hand, not much was done to ensure that the houses in the new democracy are well designed and are of quality.

The State has not provided the occupants with relevant support. Most settlements are erected on the “periphery of cities” where land is cheap and affordable for developers. The cost of the land on the periphery facilitated the developers to minimise the building costs, which resulted in the quality of the houses being very low. These houses were very small and assumed the same structures; mainly a one-roomed or a two-roomed house.

He concludes by highlighting the urgency for Government to “recognise the social, economic and physical (even ecological) benefits of designing quality settlements; neighbourhoods will continue to be constructed which look like the visible manifestation of a financial spreadsheet” (Napier, 2005).

According to Du Toit et al. (2002), is that the responsible government and its institutions should provide services that “benefit society in general”. The same idealistic factor is indicated in the Constitution of South Africa, section 152(1) (6). It states that “one of the objectives of the local government is to ensure the provision of services to communities in a sustainable manner”. It is

every municipality's responsibility to "facilitate and actively participate in effective housing delivery and the creation of sustainable human settlements in its area of jurisdiction" (Van der Waldt et al., 2007). It is therefore, imperative for all municipalities in charge to provide services to their communities.

It was the ANC-led government's goal to "increase the share of funding for the housing sector from just below 2% to 5% in the national budget in order to build one million housing units over the following five years" (Moolla et al., 2011:139). This government was prepared to do away with the imbalances created by the apartheid regime pertaining to the "inequalities" of the past by adopting the RDP policy framework. The RDP focused "on all facets of transformation" (Fitchett, 2001; Donaldson & Marais, 2002). During the first five years of democracy, less than 800 000 houses were erected. This number was way less than the initial 1, 6 million housing units that were supposed to be built by the State.

Even though the State has erected those 800 000 houses, many people were still homeless. A large number of people moved from rural to urban areas, which aggravated the situation and "increased unemployment and shortage of affordable housing", causing a shortage in the provision of housing units (O' Leary, 2003 in Moolla et al., 2011).

According to Amtaika (2013) is that a lot of money was spent by the ruling party to improve the lives of the poor, 'since taking office in 1994'. He reports mixed results regarding the progress of accessing basic services; although there is a noticeable improvement there is also slow progress in some instances. He mentions one major factor as responsible for these progresses, namely a legacy of inequality which was inherited from the apartheid regime. He also points out that the problem cannot be eliminated by rendering basic services to the public only, but needs long-term solutions like job creation for sustainable of services. The Government should initiate means to create sustainable jobs to in redirect funds to other important community projects.

During his era, the former S.A. President Mr Mbeki used GEAR as a tool to create a "developmental state". However, this strategy, according to Kondlo, (2010:27), seems to be unsustainable and to impact negatively on social cohesion, which is about "a feeling of being together as one" (ANC, 2007a:19). They are of the opinion that the Mbeki achievements pushed the division of society further into the "haves" and the "have-nots". Those who benefited hugely

are the ones who have “buying power”, as they could afford “commodified basic services, which are provided reliably to them solely because of their rand power or ability to purchase”.

After the “poor record of the Mbeki administration”, the Zuma administration was faced with the following three challenges:

- how to manage the widespread and almost “messianic expectations” of revolutionary change;
- the array of problems presented by the need to create a responsive government, that is, a government in which the voices of the ordinary citizens, and their choices and aspirations, make it to policy decision-making; and
- creating a government that has the administrative capacity to deliver faster and better.

The Zuma administration, in contrast, has never lived up to the expectations of the people. Instead, things became worse and people are “drowning” in poverty caused by much corruption in most spheres of government. “Corruption in South Africa has disoriented the ambitions of the democratic government to reconstruct and develop the country for a better life for all” (Kanyane, 2010:77).

2.4.5 The Housing Issues at Municipal Level: City of Johannesburg

“The City of Johannesburg (CoJ) is the largest of the metropolitan municipalities in South Africa in terms of both population and local government budget and revenue, and is part of the Gauteng economic heartland of the country. It was established after a protracted process of restructuring and integrating 13 previously race-based administrations, culminating, in December 2000, in the creation of a single metropolitan structure for greater Johannesburg” (van Rooyen, et al. 2009 :65).

“The high levels of poverty, unemployment, illiteracy, skills deficiency and income inequalities in South Africa are strongly manifested in Johannesburg. One of the major impacts of unemployment and poverty is inability of households to pay for housing, infrastructure and services. Inequality in income distribution also means that certain categories of the population are more severely impacted by this national crisis which in turn puts them in a major

disadvantage in terms of access to and affordability of housing. The sustained decline of formal job-opportunities and the growth of the informal opportunities” (CoJ. 2001:11).

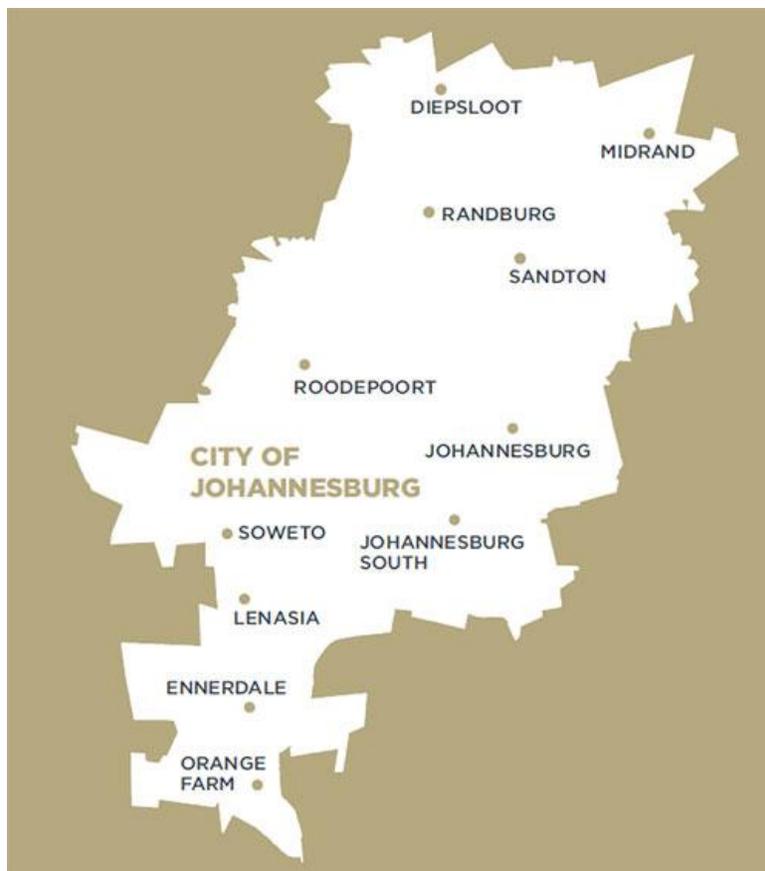


Fig. 2 MAP: City of Johannesburg Metropolitan Municipality (JHB). Source: The Local Government Handbook: a complete guide to municipalities in South Africa, p. 119.

“The lives of the poor people in South Africa have not changed, since the country gained its democracy”
(Nevondwe & Odeku, 2012).

The Johannesburg Municipality has a housing backlog of 256 480 units (GDHS: Strategic Plan 2014/15 – 2018/19:21). Poor planning and monitoring by local municipalities have left a number of defective low-cost houses. The housing service delivery in South Africa has been negatively affected by a lack of planning and proper monitoring.

The quality of housing units in any settlement is questionable. The Public Protector Advocate Thuli Madonsela was concerned with the “quality of houses in Lehae, Lufhereng and Ramaphosa

low-cost houses” (Roane and Mbangeni, 2012:1). They report that the “buildings are crumbling and there is a lot of corruption”. The RDP houses had many defects; during rainy seasons, the residents are subjected to many hardships. The construction companies compromised the quality of the housing in order to spend less on building materials or to employ cheap labour.

In Braamfischerville, the quality of the RDP houses has raised great concern. This is evident in the small-sized houses built with poor building materials. Moolla et al. (2011) state that the defects in the Braamfischerville RDP houses can be seen in the “steel doors which are difficult to open and the small windows”. The residents were dissatisfied with the entire structure of these houses. There was also a shortage of other amenities such as a clinic and a police station. The roads are bad, making transportation difficult. They also referred to the location of Braamfischerville, which is “close to the zone of a mine dump”; that is seen as a health hazard. The dust from the mine dump may “cause different lung diseases”. Another problem is the overcrowding and lack of privacy for the residents due to the size of the houses in Braamfischerville. However, the households were provided with electricity, water and sanitation.

In line with this Kumalo (2014) states that the local government in Braamfischerville wasted money by erecting a makeshift police station that was not overseen and was vandalised by thieves. The police station in question is “burnt down and the metal sold to scrap yards” (Kumalo, 2014:6). This police station was supposed to serve the community of Braamfischerville, which is a high crime area. It seems that this building has never served its purpose of curbing the crime that is very rife in that area.

The residents of this area are still without a much needed police station. The police station was made of a “container” and has never been used or guarded, hence the thieves vandalising it. Since this structure has not been helpful to the residents of Braamfischerville, they are forced to “travel to Dobsonville Police Station” for various services.

The local municipality in Braamfischerville has failed the people in this area. The residents have lived there for more than 18 years without a health care centre. The people in this area are frustrated about having to live there for so long without a clinic. It is irresponsible of the Government to allow this to happen and to do nothing about it. In today’s time and age, no community can afford to not have a health care centre in their area, due to the many different ailments in the world today.

The people of Kliptown are not satisfied with the quality of building materials used to build their houses. The residents are also dissatisfied with the workmanship standard, “since a number of defects are evident” (Aigbavboa and Thwala, 2013). These defects imply that unskilled constructors were employed to build the houses in Kliptown. Construction companies often employ unskilled labour and use cheap building materials to spend less money. These tactics put more money in the companies’ pockets, causing the beneficiaries to suffer the consequences.

The people of Kliptown expected larger houses, but had to settle for much less. Aigbavboa and Thwala (2013) suggest a few policies for future developments, namely

- future construction to focus on adequate housing quality,
- intensive supervision of workmanship level during construction, and
- increase the size of the housing units.

These suggested policies will yield better results. The residents will be satisfied and would not find it necessary to protest or strike. The main problem is the construction companies’ greed and their desire to make more money. These companies are well aware that they will not be held accountable for such defects and forced to correct their mistakes. The same government, using other funds, will have to have those mistakes corrected while these companies go scot-free.

2.5 SUMMARY

This chapter presented the literature review done for this study. The theoretical framework on the right to adequate housing was discussed. It is evident, based on the literature review, that some countries around the world fully recognise these rights, whereas other countries struggle to implement them. South Africa falls in the latter group of countries. The Government are experiencing many challenges pertaining to the right to adequate housing. The housing delivery in South Africa has been a daunting issue since the dawn of democracy in 1994. The review also presented housing issues in the City of Johannesburg, which is the district municipality of the study area. The next chapter deals with the methodology for this study.

CHAPTER 3: THE RESEARCH METHODOLOGY

3.1 INTRODUCTION

The research methods applied in this study were designed to collect data that are primarily relevant to the research problem statement of the study. The purpose of this study was to investigate and explore the challenges and problems that the residents of Braamfischerville experience pertaining to the provision of housing, including water and electricity and how those challenges have affected their socio-economic conditions. The objectives of this research were to explore the Braamfischerville community's attitudes and opinions with regard to the quality and size of their RDP houses. The study's main research question is, "What are the nature, source and implications of the challenges related to the RDP housing development in Braamfischerville?"

3.2 The Rationale for the Selected Research Methods

Mixed research methods are used to collect the primary data for this study. The use of both quantitative and qualitative methods is deemed most appropriate for this research study, as most researchers regard them as the best methods to use in answering the research questions (Hearn, 2010). Using both approaches is helpful in that it allows the researcher to incorporate the strengths of each of the two methods. Mixed approaches are also important in identifying issues, factors and relevant questions that can become the focus of a quantitative study. "The use of mixed methods has the assumption that the different approaches can complement each other and assist in avoiding unnecessary shortcomings" (Mouton, 1996:156).

Collecting data by using mixed methods is likely to increase the reliability of the observation (Mouton, 1996). This study adopted the use of mixed methods to collect information on the challenges that the residents of Braamfischerville experienced as a result of the quality and size of their RDP houses, and to draw conclusions about how these challenges have affected their lives socially and economically. As this study will focus on a variety of issues that could develop into a number of challenges, the mixed method approach was appropriate, since the use of only one of the two methods could provide incomplete answers (Hearn, 2010). Nevertheless, using mixed methods has its own shortcomings (Hearn et al., 2010). Some researchers believe that the use of mixed methods may not be suitable for all research purposes, since replication becomes very difficult. "Nevertheless, triangulation has vital strengths and encourages productive research.

It heightens qualitative methods to their deserved prominence and, at the same time, demonstrates that quantitative methods can and should be utilized in complementary fashion” (Jick, 1979:6).

3.3 GAINING ACCESS TO THE RESEARCH SITES

It is very important for the researcher to seek permission for access to the research sites before he or she conducts any research or collects data on a particular site.

The study area covers two wards, namely ward 44 and ward 49. Two local councillors administer these wards. In order to gain access to these wards, permission was requested from both councillors in the form of a letter that explained the reasons for and the researcher’s intentions with conducting research in the area.

The details of the research to be conducted were further discussed and explained to the local councillors, as well as to some of the block committee members who were closest to the community members. The survey questionnaire, the interview schedules for the beneficiaries, the interview schedule for the local councillors and the consent forms were discussed and explained in full to all local personnel. After lengthy deliberations with the community leaders, permission was granted. The block committee leaders were further advised to inform the community members in their respective areas.

Braamfischerville comprises four phases with 20 000 units. The residents of this area face a number of challenges, including the quality and size of their RDP houses. The anticipated number of 200 participants was drawn equally from these four phases, with 50 participants from each phase. This allowed an equal target population representation for the study area.

A survey was conducted to collect quantitative data. Surveys are very important since they can be used to “learn about issues, beliefs, values, demographics, behaviour, opinions, habits, desires, ideas and other types of information” (Neuman, 2000:235-236). Surveys are also helpful in providing credible information in research and are cost-effective (Neuman, 2000). In addition, surveys are regarded as “excellent vehicles for measuring attitudes and orientations in a large population” (Babbie, 2007:244).

A questionnaire was used as primary instrument for collecting and recording data. The questionnaire consisted of both closed- and open-ended questions. A five-point Likert-Type scale was prepared for the participants. The questionnaire was structured according to the themes covered in the data collection. There were five themes that comprised a total of 25 questions on the questionnaire. The questionnaire was written in a language that is familiar to the participants to ensure all participants' full participation. The participants were provided with clear instructions on how to complete the questionnaire.

Participants were also advised to not write their names on the questionnaire in order to ensure anonymity and confidentiality. The researcher used codes instead of actual personal information in order to conform to the promise to guarantee all participants' anonymity and confidentiality.

Data were collected at the participants' homes for convenience and safety purposes. The first batch of questionnaires was piloted with the 50 participants from phase 1. This was done to validate and authenticate the questionnaire. Following the validation, authentication and approval of the questionnaire, the rest of the batches of questionnaires were administered in the remaining three phases of the study area.

Most questionnaires were self-administered; some completed in the researcher's presence in order to provide assistance if the respondents experienced any difficulties. The researcher planned two weeks for completing and returning the survey questionnaires. However, it took longer than the anticipated time, due to the fact that the data collection coincided with campaigning for the national elections. It was very difficult to get participants to complete these questionnaires during that period, as most residents in Braamfischerville were afraid of being robbed of their RDP houses by people claiming to be from the government departments. Despite these obstacles, all 200 questionnaires were ultimately returned and fully completed. Some of the participants were requested to take part in the upcoming in-depth interviews.

An in-depth interview is a "qualitative data collection method" that allows the researcher to pose questions to participants with the aim of learning more about their views, opinions and beliefs about a specific phenomenon (Du Plooy-Cilliers, Davies & Bezuidenhout, 2014). They also view interviews as "valuable sources" of information that allow the researcher to interpret and understand the meanings of the participants' answers to specific questions.

The first in-depth interviews were conducted with the residents of phase 4. This formed the pilot process to validate and authenticate the scheduled questions. The researcher identified five participants from each phase, totalling 20 participants. Only three participants could be interviewed. The interview questions were validated and authenticated. It was then further used to collect qualitative data from the rest of the participants from the three remaining phases.

Interviews were conducted at the homes of the respondents for safety reasons. A tape recorder was used, with the respondents' permission, to record and capture the interview process. Codes were used in order to protect the respondents' identities. The collected data were transcribed immediately after the interviews, which helped the researcher to work on the data while it was still fresh in his mind.

Further interviews were scheduled with builders who were offered the job of developing the RDP housing units in Braamfischerville. However, the researcher could not locate them since they relocated their offices. Hence, there were no interviews conducted with the contractors.

An interview was also conducted with one of the local government officials. The researcher identified two officials. However, only one local government official was interviewed; the other one could not be reached after several failed attempts. The interview was conducted at the offices of the said official, which guaranteed the safety of both the researcher and the government official. A tape recorder was also used, with the official's permission, to capture the interview.

3.4 RESEARCH PARTICIPANTS IN THE STUDY

Different stakeholders contributed to this study as participants. The research participants were drawn from the residents of Braamfischerville. Some were the beneficiaries of the RDP housing development programme, and one was the local government official and ward councillor in two of the wards. All the participants were selected by using a random sampling process. This means that no specific criteria in the form of gender, race and age were considered for taking part in the study. All the participants partook out of free will.

Two hundred (200) respondents were sampled for collecting the quantitative data by means of the questionnaires. Fifty (50) respondents from each of the four phases of Braamfischerville partook in the study. This sample, although could not be claimed to be representative, is perceived

to have provided an indication of the challenges that the residents of Braamfischerville experience due to the quality and size of their RDP houses. Even though no specific criteria were employed in sampling these respondents regarding race, gender or age, most participants were between 20 and 55 years old. They were mostly from the adult population who have lived in the study area for more than 10 years.

The next group of respondents, those who took part in the in-depth interviews, comprised 18 interviewees drawn from who participated in the quantitative survey.

The only criterion used to identify the participants for the in-depth interviews was their willingness to be interviewed. Twenty (20) participants were identified, but only 18 were interviewed. Collecting data by means of the in-depth interviews was done in order to collect more significant information that might not have been obtained by using only the quantitative surveys.

In order to gather rich data, the next interview was conducted with one of the two ward councillors. One of the two ward councillors, responsible for ward 44 and ward 49, was interviewed to gather more information about the challenges that the residents of Braamfischerville experience as a result of the quality and size of their RDP houses, and also about the State's response or intervention in this regard.

The aim of collecting data using both quantitative surveys and qualitative in-depth interviews was to gather sufficient and rich data in order to fully answer the research question (Hearn, 2010).

3.5 DATA COLLECTION PROCEDURES AND PROCESSES

Conducting an empirical research requires more time because of the possible obstacles that may hamper data collection. It was no easy task to gain access to the identified participants for both the survey study and the in-depth interviews. The data collection process took longer than the researcher expected due to circumstances beyond his control.

The data collection process comprised the use of mixed methods, namely a quantitative survey and qualitative in-depth interviews with the beneficiaries and a local government official. The first method used to collect data was a questionnaire.

3.5.1 Questionnaire Design and Questionnaire Structure

Questionnaires are said to be the most structured way of obtaining information.

According to Du Plooy-Cilliers et al. (2014:148), “a survey refers to a data collection tool that “consists of a series of questions” designed to gather information from a relatively large group of people.”

Questionnaires are helpful in recording the study subjects’ written responses to pre-defined questions (Graustein, 2014). He also states that questionnaires are “more impersonal than interviews” and result in shorter answers (Graustein, 2014:730).

A five-point Likert-type scale questionnaire was used to collect data. The questionnaire comprised five themes with 25 questions, that is, five questions per theme. Two hundred (200) participants completed the questionnaire. Fifty (50) participants were sampled for each of the four phases of Braamfischerville. The respondents chosen by using simple random sampling. The questionnaire was piloted using the residents of phase 1, was after which it was administered to the remaining three phases of the study area. All 200 questionnaires were successfully retrieved.

A statistician’s help was employed to analyse the collected data by using the SPSS programme. This programme is recommended as one of the best programmes for statistical analysis in social sciences research. The next step was to collect data by means of the in-depth interviews.

3.5.2 Interview Schedules and the In-depth Interviews

The rationale for using interviews is that the interviewer seeks to understand the way individuals “experience and make sense of their own world” (Flowerdew & Martin, 2005:111). In-depth interviews are also helpful in acquiring more specific and detailed information from the different participants. Unstructured interviews allow the respondents to expand freely on the topic as they see fit.

“An in-depth interview is a qualitative data collection method that allows the researcher to ask the participants questions with the aim of learning more about their views, opinions and beliefs about a specific phenomenon” (Du Plooy-Cilliers et al., 2014:188). They further indicate that “interviews

are valuable sources of information” and, if conducted correctly, they allow the researcher to “interpret and understand the meaning of participants’ answers to specific questions”.

Twenty (20) respondents were selected for the in-depth interviews in order to obtain more information from the study area’s residents. The interview schedule consisted of five semi-structured questions that were not absolute, as they allowed for probing questions during the interviews. The five respondents from phase 4 in Braamfischerville were selected for the pilot interview schedule. Not all the identified participants participated in the pilot study, as two of them did not commit to their participation. The researcher saw it fit to proceed with the interview schedule seeing that the other three participants did take part in the interviews. The interviews with the remaining 15 participants from the other three phases were then conducted. All the interviews were conducted at the participants’ homes for safety reasons.

The final in-depth interview was conducted with one of the two identified local government officials. The other official could not be reached after several failed attempts. The researcher could not reach the builders as was planned since they could not be located. The interview with the local government official was conducted at his office for safety purposes.

All the participants granted permission that the in-depth interviews could be tape recorded. The Nvivo computer programme was used to analyse all the interviews. This programme was chosen since it is a software programme that supports the use of mixed methods. It also allows the researcher to collect, organise and analyse the content of interviews, focus groups, discussions, surveys and more. Hence it was deemed appropriate for the purpose of analysing the data collected for this study.

3.5.3 The Spatial Observations

The researcher used the observational approach for collecting data in this study, since it does not require the researcher to “worry about the limitations of self-report bias and social desirability” (McMillan & Schumacher, 2010:209). In this study, the respondents’ attitudinal behaviours were recorded as they were responding to the interview questions. This approach is also very important for and relevant to the collection of data since it assists the researcher in capturing real-life issues compared to imaginary ones.

3.5.4 The Secondary Data

Secondary data are seen as very important, as it can provide the researcher with quality data. It is also easy to access and cost-effective. The use of secondary data with the primary data will assist in strengthening the research findings (Barrett, McMillan & Schumacher, 2010). The secondary data were obtained from sources such as research articles, IDPs, Stats SA, GDHS and some of the South African policy documents. Most of these sources were accessed online.

3.6 DATA CAPTURING AND DATA MANAGEMENT

Some of the data collected were captured on questionnaires and other data by using a tape recorder. The tape recorder was used to record all the interviews, including the observations, after all the participants have given their permission. The data captured on the tape recorder were transcribed for analysis purposes. The transcripts are readily available to participants. The researcher also used a camera to capture certain important phenomena in the study area.

3.7 CHALLENGES EXPERIENCED DURING THE COLLECTION OF DATA

The researcher faced a very difficult task when collecting data, since it coincided with campaigning for the 2014 elections. The residents were sceptical and reluctant to participate in the survey. Most of them suspected that the researcher was from a government department or someone seeking voters for a particular political party. It took much persuading from the researcher to convince the residents that he was not who they assumed he was. Some residents claimed that certain people are/were trying to rob them of their RDP houses, claiming to be government officials. It took much convincing to talk the residents into participating in the research survey.

A similar situation followed when conducting interviews with the residents of Braamfischerville. They claimed that many people have done research in their area but nothing ever come to pass comes because of such studies. It was very difficult to obtain information from some of the residents.

3.8 DATA ANALYSIS PROCEDURES AND PROCESSES

The research data were recorded on and captured in questionnaires. The researcher read through the data thoroughly to check and verify the data for possible errors. He then classified the data into manageable themes, patterns, trends and relationships. According to Mouton (2001:108), the aim of analysis is to understand the “various constitutive elements of one’s data”. The collected survey data were analysed by using the SPSS programme. This programme is recommended as one of the best programmes for statistical analysis in social sciences research. The researcher was able to analyse the survey data with the help of a statistician.

After all the respondents have granted permission, all the in-depth interviews were tape recorded. The interviews were analysed by using the Nvivo computer programme. This programme was chosen as it is a software programme that supports the use of mixed methods. It also allows the researcher to collect, organise and analyse the content of interviews, focus groups, discussions, surveys and more. Hence it was deemed appropriate for the purpose of analysing the data collected for this study. The relationships between concepts and variables were investigated with the purpose to observe the patterns and trends that could be identified or isolated, or to establish themes from the data (Mouton, 2001:108).

3.9 ETHICAL CONSIDERATIONS

The researcher managed to secure the necessary ethics clearance from the university’s Research Ethics Committee through the Department of Geography. The researcher provided the respondents with the relevant information about the study. The consent form was to be made available to the respondents. The form contained clear guidelines on how to complete it. The form also indicated the following:

- the participation was voluntary and that the respondents could withdraw their participation at any time without providing reasons for doing so;
- the data collected were treated confidentially and would only be accessed by the research committee and the researcher; and
- their data and personal details would be stored in a secure place that is protected against unauthorised people.

The respondents' safety was a high priority and the researcher guaranteed their anonymity. All respondents were made aware of their right to withdraw from the research process without giving any reasons. They were also made aware of their right to request a copy of the study results. Records of the data collected and the findings of the study would be stored in a secure place and only accessed by the members of the research team and the researcher.

3.10 SUMMARY

In this chapter, the researcher discussed the choice of research instruments and the methodology employed in collecting and analysing data. The researcher further highlighted and discussed various data collection procedures relevant to the research questions and objectives. He also highlighted the challenges he experienced during data collection. In the next chapter, the researcher presents the research results.

CHAPTER 4: PRESENTATION OF RESEARCH RESULTS

4.1 INTRODUCTION

In this chapter, the researcher presents the research results of the study. The purpose of this study was to investigate and explore the challenges and problems that the residents of Braamfischerville experience pertaining to the provision of housing, including water and electricity and how those challenges have affected their socio-economic conditions. The research results emanate from the primary data collected by means of questionnaires, semi-structured interviews and observations. The research problem statement, the research aims and objectives and a set of research questions determined the nature and type of the data collected. .

The primary purpose of the research was to obtain a deeper insight into housing provision in South Africa and to obtain a greater clarity on the housing delivery approach, challenges and opportunities that the communities in Braamfischerville experienced. More importantly, researcher attempted to gain understanding of why the housing crisis in poor urban areas continues to persist even though numerous policy development efforts have been made.

A much more in-depth analysis of these findings will be presented in chapter 5 of this dissertation. The research findings of the survey data are presented first, followed by the findings of the qualitative data. Two hundred (200) respondents contributed to the survey data and 18 respondents to the qualitative data.

4.2 DEMOGRAPHIC PROFILES AND ACCESS TO PUBLIC SERVICES

Demographic data was collected for the purpose of determining the characteristics of the respondents and their ability to express and provide constructive responses about the problems that were investigated. The data collected would help to determine which criteria were used by the government in allocating the RDP houses to the beneficiaries. Some of the information would provide light on whether the people in the study area could afford the other services such as the buying of water and electricity as these services are not provided freely. It was also important to collect this type of data because it would help the state to know the problems associated with public service delivery and find appropriate measures to correct such issues.

4.2.1 Gender Patterns and Access to Public Services

Table 4.1 Gender Patterns

	Frequency	Percent	Cumulative Percent
Valid Male	93	46.5	46.5
Valid Female	107	53.5	100.0
Total	200	100.0	

Table 4.1 shows 46.5% of the respondents were males and 53.5% females. This shows that both gender categories were fairly represented in this survey.

4.2.2 Access to Housing and Population Age Group

The respondents' age is an important factor in understanding their views of the particular phenomena. It also indicates individuals' level of maturity in providing reliable answers.

Table 4.2 Age Group

	Frequency	Percent	Cumulative Percent
Valid 20 and under	11	5.5	5.5
Valid 25-35	25	12.5	18.0
Valid 36-45	54	27.0	45.0
Valid 46-55	74	37.0	82.0
Valid 56 and above	36	18.0	100.0
Total	200	100.0	

Table 4.2 reveals that the largest age group in this study was made up of 94.5% of the respondents who were 25 years old and older. On the other hand, 5.5 % of the respondents were younger than 25 years. The implication is that most respondents were over 25 years old; this shows that they are matured and could be expected to provide reliable data.

4.2.3 Number of Family Members

The data about the number of family members were collected to determine whether the RDP houses in the study are able to accommodate the people occupying them.

Table 4.3 Number of family members

	Frequency	Percent	Cumulative Percent
Valid 1-2	16	8.0	8.0
3-4	127	63.5	71.5
5-6	26	13.0	84.5
7 and above	31	15.5	100.0
Total	200	100.0	

Table 4.3 shows that most households have more than three family members. The distribution of the number of family members per household reveals that 92% of the residents have more than four family members per household. Only 8% of the residents have less than three family members per household. This table provides the evidence of overcrowding and a lack of privacy due to the small size of the RDP houses in the study area. It also shows that these houses are not the “decent houses” that were promised by Government.

4.2.4 Marital Status

The attitudes and perceptions of married people can differ vastly from their unmarried counterparts in that the former could show more responsibility and maturity in responding to the problems under investigation. It was important to obtain this type of information about the marital status because the needs of people vary in accordance with their social status and also their economic conditions will differ considerably with regard to the provision of public services. The opinions on the provision of these services will have different perceptions from different population status.

Table 4.4: Marital status

	Frequency	Percent	Cumulative Percent
Valid			
Never married	81	40.5	40.5
Married	86	43.0	83.5
Divorced	5	2.5	86.0
Widowed	22	11.0	97.0
Separated	6	3.0	100.0
Total	200	100.0	

Marital status, as indicated in table 4.4 above, is helpful in determining various households in the study area's situations pertaining to their living conditions as a result of the quality and size of their RDP houses. Based on the information provided, it is evident that many residents are family men and women, since the larger percentage of the population is married, or was married. The 40.5% of the never-married respondents consists of many single parents with more than two children and others are staying with some family members in the same house. The inference here is that most households in Braamfischerville deserve larger, quality and decent housing.

4.3 ECONOMIC CONDITIONS AND ACCESS TO PUBLIC SERVICES

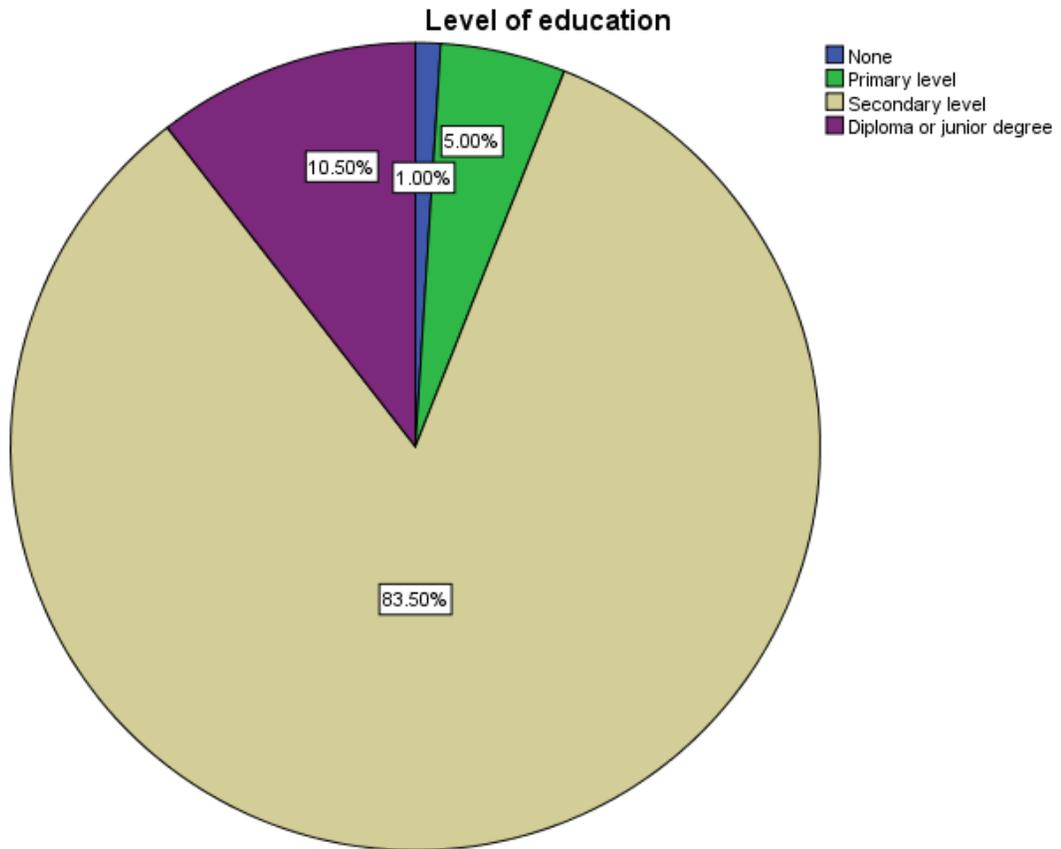
Their economic status will have a bearing on how the respondents view the phenomenon before them. A person's response to a particular problem is determined by his or her economic status. The beneficiaries would be able to maintain and improve their houses if they have proper jobs. Lack of sustainable employment opportunities could impact negatively on the well-being of inhabitants in the study area. It would also be of importance for the government to make relevant interventions if they are aware of the socio-economic conditions of the people in their jurisdictions.

4.3.1 Socio-economic Status and Access to Public Services

Their level of education might affect the respondents' attitudes and the way they understand a particular problem. The education levels of the community could assist the government to determine which interventions strategies regarding job creation measures. This data would also

provide an insight on how the state could establish which housing typologies that can be suitable for the people based on their socio-economic conditions.

Figure 4.1: Level of education



About 84% of the residents in this survey achieved secondary level education. Only 5% of the residents in this study have primary level or less, and about 11% of the residents in this survey have at least a diploma or junior degree. The implication is that most respondents are employable, should employment opportunities be created for them. For them to obtain secondary education shows that they do not want to depend on Government hand-outs, but they are willing to work and achieve things on their own. Unemployment is one of the most serious and crucial problems in Braamfischerville. Figure 4.2 indicates the employment status of the beneficiaries in the study area. If the people in this area could be given jobs, they would be able to change their present conditions.

4.3.2 Employment Trends and Access to Public Houses

Individuals' responses will to some extent depend on their type of employment. The information would help in determining which employment trends are there and how can they be improved to alleviate the rate of poverty and unemployment.

Figure 4.2: Employment status

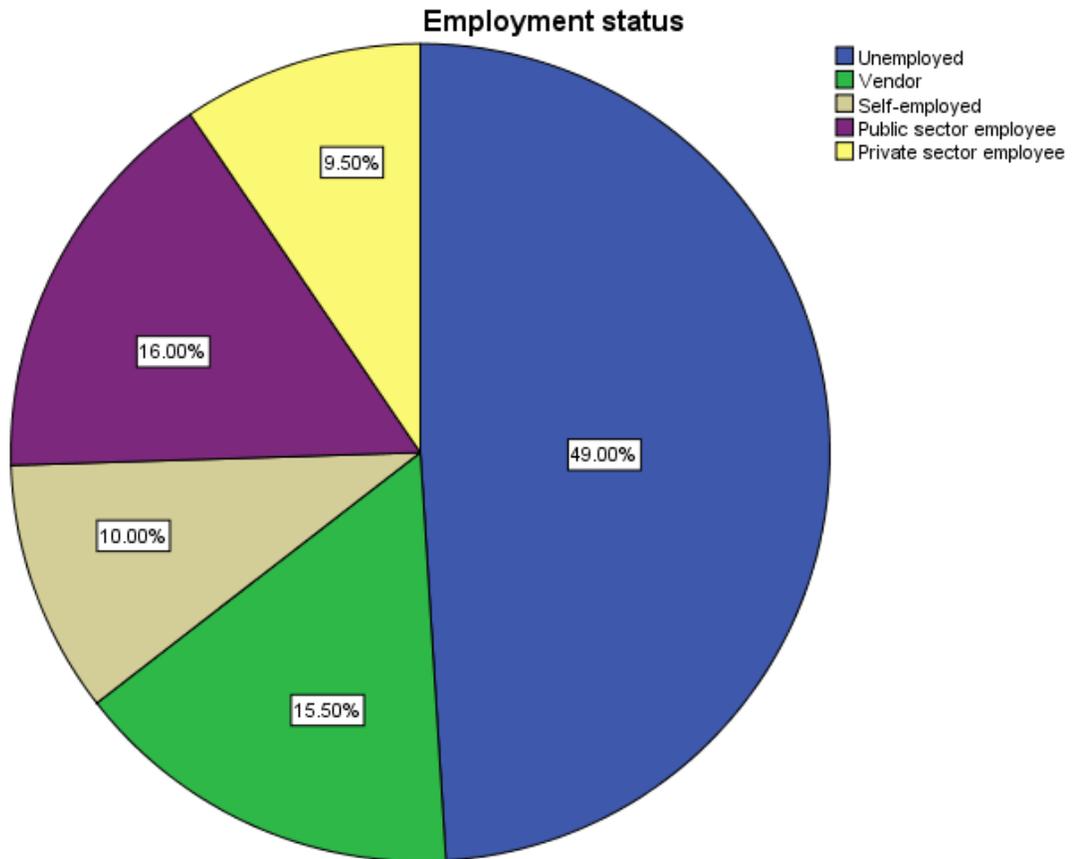


Figure 4.2 indicates that the level of unemployment is very high. This has result in many people not affording to change their living conditions. These people are not able to extend and improve the quality of their RDP houses. These living conditions have forced many households to accommodate shack rentals in their yards, which have become their only source of income. In some instances there are more than three shacks in their yards.

4.3.3 Households Income and Affordability of Houses

A person's income would determine his or her quality of life and would in turn influence how he or she responds to a diverse problems. The data on the income would also determine the ability of the individuals to maintain their RDP homes and whether they could afford other services provided by the government.

Table 4.5 Income group (in Rand (R))

	Frequency	Percent	Cumulative Percent
Valid			
Less than R2000	125	62.5	62.5
R2000-R3000	34	17.0	79.5
R3001-R5000	26	13.0	92.5
R5001-R7999	8	4.0	96.5
8000 and above	7	3.5	100.0
Total	200	100.0	

Residents in Braamfischerville earn too little to live the better life they wish for. As indicated in table 4.5, only 3.5% of the respondents earn above R8 000, whereas the larger percentage earns below R2 000. This implies that the living conditions of these people, as highlighted under the employment status above, are unbearable. Many of the people earning less than R8 000 are part-time or casual employees. Since they work very far from their place of residence, they spent much of their earnings on commuting to and from their workplaces.

4.3.4 Community Benefits from the State's Service Delivery Projects

The data on how the communities benefited from the service delivery projects were important in that it would determine how the local government officials intervene in their attempt to alleviate unemployment and poverty in their jurisdictions. These service delivery projects could also be helpful in providing the developmental skills which might reduce the high rate of unemployment in the area. Therefore, the local government in the study area should make its priority to avail all the service delivery projects to the community in its jurisdiction.

Table 4. 6 Your community benefits from the service delivery projects

	Frequency	Percent	Cumulative Percent
Strongly disagree	86	43.0	43.0
Disagree	24	12.0	55.0
Uncertain	54	27.0	82.0
Agree	29	14.5	96.5
Strongly agree	7	3.5	100.0
Total	200	100.0	

The general perception, based on the information in table 4.6, is that the community does not benefit from the State’s service delivery projects. From the sample only 36 respondents indicated that they benefit from the government projects. The Government’s developmental projects could help to create job opportunities for more members of the community. They could then afford to make improvements to their small RDP houses, and in so doing improve the quality of their houses.

4.4 ACCESS TO PUBLIC HOUSES

This section focuses on a variety of factors that could have influenced the accessibility to and ownership of the RDP houses in Braamfischerville. These factors also provide background information on the acquisition of the RDP houses and the criterion used by the state for providing housing. The government, through the local municipalities, should ascertain the provision of adequate housing to all its citizens. All the spheres of government must play a particular role to deliver the necessary services to the people.

The state must formulate appropriate housing policies which would address the basic needs of the citizens. Such needs must be accessible to all people, particularly the poor. The accessibility of services should be done within the realisation of the right to housing and with the main objective of eradicating all the possibilities of poverty in the society. It is within this right that the state should provide necessary resources towards the delivery of adequate public services.

4.4.1 Public Housing Provision: Programmes and Processes

Table 4.7 Length of stay in your RDP house

	Frequency	Percent	Cumulative Percent
Valid Less than 5 years	6	3.0	3.0
5-10 years	115	57.5	60.5
11-15 years	68	34.0	94.5
16-20 years	11	5.5	100.0
Total	200	100.0	

Based on the information in table 4.7, 97% of the respondents have been living in the area for more than five years. The length of occupancy indicates the respondents' knowledge about the study area. It is evident from table 4.7 that they will provide reliable information about the challenges that the population in the study area experience. The poor economic conditions do not allow them to make improvements on their RDP houses.

4.4.2 Access to Public Housing Criteria and Procedures

Table 4.8: How did you obtain the house?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Registered/Applied for RDP	199	99.5	99.5	99.5
Bought the house from owner	1	.5	.5	100.0
Total	200	100.0	100.0	

It is important for the researcher to know how the respondents acquired their RDP houses. The information provided will assist the researcher in determining the procedures followed in providing the RDP houses to the beneficiaries. The information in table 4.8 shows that almost 100% of the RDP houses were obtained by applying for the houses.

4.4.3 Access to Public Houses and Allocation Procedures

Table 4.9 Who allocated the house to you?

	Frequency	Percent	Cumulative Percent
Valid Government	199	99.5	99.5
Valid Owner of the house	1	.5	100.0
Total	200	100.0	

The information in table 4.9 shows that the Government is solely responsible for providing RDP housing. The State has thus far honoured its promise to provide low-cost housing to the people of South Africa, as enshrined in the Constitution of the country.

4.4.4 Access to Public Houses and Housing Affordability

Table 4.10 How much did you pay for your house?

	Frequency	Percent	Cumulative Percent
Valid Free	199	99.5	99.5
Valid R45 000	1	.5	100.0
Total	200	100.0	

The RDP housing in Braamfischerville was provided free of charge. This shows that the state was fully committed to providing the beneficiaries with houses, that is, 99.5% subsidy granted by the state and only 0.5% was purchased from the previous owner.

4.5 PERCEPTIONS OF PUBLIC HOUSING BY BENEFICIARIES

This data were collected with the purpose of gaining more insight into the way the residents of Braamfischerville perceive the quality of their RDP houses. The housing quality would not be perceived by the beneficiaries in the same manner due to the fact that they come from different areas with different personalities and needs.



Fig 4.3 Poor building materials- people use paper and other materials to prevent wind and dust from entering the house. Photo by J.M. Kotane

4.5.1 Perceptions of Building Materials used in Public Housing

Table 4.11 Conditions of the building materials used

	Frequency	Percent	Cumulative Percent
Very poor	149	74.5	74.5
Poor	16	8.0	82.5
Fair	12	6.0	88.5
Good	17	8.5	97.0
Very good	6	3.0	100.0
Total	200	100.0	

According to information in table 4.11, it is evident that the conditions of the building materials used to build the RDP houses are low quality. About 83% of the respondents regard the building materials as being very poor. Poor building materials would yield poor results. Hence the poor quality of the RDP houses in Braamfischerville.

4.5.2 Perceptions of Quality of the Overall Structure of Public House

Table 4.12 Quality of the overall structure of your house

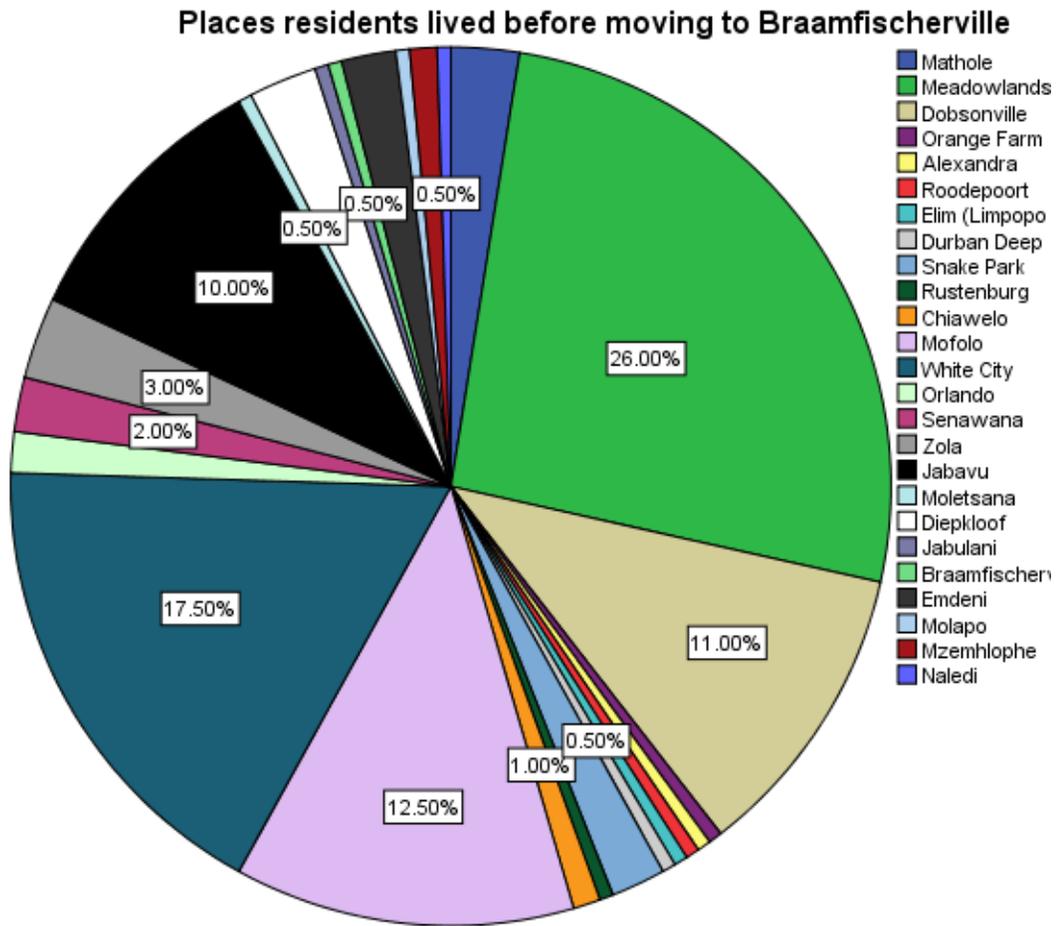
	Frequency	Percent	Cumulative Percent
Valid Strongly disagree	139	69.5	69.5
Disagree	24	12.0	81.5
Uncertain	8	4.0	85.5
Agree	23	11.5	97.0
Strongly agree	6	3.0	100.0
Total	200	100.0	

Table 4.12 illustrates the respondents' perception of the quality of the overall structure of the RDP houses. Almost 82% indicated that the quality of the overall structure is poor. This means that the houses provided by the State are poorly constructed with many defects. The poor building materials that were used to build the RDP houses greatly impacted on the condition of these houses, as indicated in table 4.11.

4.5.3 Perceptions of Quality of Life and the Public Houses Provision

Their perception would greatly vary because there would be those who are from formal and some from informal settlements. They would not perceive the conditions of their RDP houses in the same way as their personalities could be influenced by their former residential areas. This area comprises of people from differing settlement types with differing backgrounds. These beneficiaries would have varying expectations on which housing typologies would be regarded as being of good quality or not. Their perceptions would also be influenced by their socio-economic conditions. Larger families would view their RDP houses as being very small than their counterparts. Likewise, those unemployed would not worry much about the type of housing they are provided with.

Figure 4.4: Places of origin



This pie chart in figure 4.3 shows the respondents' different places of residence before occupying their RDP houses in Braamfischerville. The information illustrated in the chart will assist the researcher in determining the respondents' perception of the quality and size of their RDP houses. The respondents' perception will, to a great extent, be guided by the types of conditions in which they lived residing in Braamfischerville. Based on figure 4.3, the perception of those who were satisfied with the overall structure of their RDP houses could have been influenced by the types of residence they occupied before residing in Braamfischerville. They could have been living in very poorly structured shelters before residing in Braamfischerville, such as slum areas. However, the respondents who view their RDP houses as inadequate shelters could have lived in houses that were better structured than the ones they are occupying at present, like the houses in the old townships such as Dobsonville or Meadowlands.

4.5.4 The Provision of Adequate Services and Roads

The participants indicated that they were pleased with the provision of water and electricity, but not entirely happy with the sanitation that the State provides. They were also dissatisfied with the condition of most roads in Braamfischerville. Even though the participants have access to water and electricity, they are concerned about the pre-paid systems introduced by the State. Their main concern is affordability, as most of them are either unemployed or earning meagre salaries.

Another concern was the poor installation of electricity in their area. The cables are “floating in the air”, causing electricity to trip more often. They stated that they would prefer the underground installation of electricity like in the townships.

One of the participants argued as follows: *“I think if they could install the electricity underneath the ground, like it was done in the old townships (like in Meadowlands). Here, the electric cables are hanging high up. When there is a heavy rain or strong wind, the electricity trips more often”.*

The participants in phase 3 highlighted that no sanitation was provided when they first occupied their houses. They had to arrange for that themselves. One participant also complained about the very poor conditions of the roads in their area.

One of the participants said: *“We do have many challenges. When we first arrived here the toilet did not have the flushing system. We had to fix the problem on our own.”* She went on to say: *“Our roads are in very poor condition. The project to upgrade the in Braamfischerville began in phase 1, then moved to phase 2, and skipped phase 3 and then to phase 4. I don’t why that has happened. It looks likes the councillor is afraid of the residents of other phases and he doesn’t care about us in phase 3 because in phase 3, we were the only ones who had to fix the toilet problems with our own money.”*

Most participants were happy with the provision of services such as water and electricity, but had a problem with the way in which these services are provided, that is through pre-paid systems.

One of the participants explained: *“We started to experience water problems after the installation of the pre-paid meters. That has caused a lot of problems for us. I prefer the old system of providing water, i.e. billing system”.*

4.5.5 The Availability of Amenities and Facilities in Braamfischerville

There is serious shortage of amenities and other facilities in the study area. Residents are forced to rely on the neighbouring area for other services, especially crucial services like health and crime-related services. It is too costly for the unemployed residents in this area to attain such services.

One of the participants said: *“We use Dobsonville and sometimes Durban Deep for our health related problems and Dobsonville police station for any criminal problem in our area.”*

The other participant also commented: *“The youth is involved in criminal activities because there are no libraries and sports facilities. On the side of the government there is no communication and the people lack knowledge or information.”*

It is very difficult for the residents to survive without the amenities and facilities mentioned above.

4.5.6 The Socio-economic Conditions of the People of Braamfischerville

Most participants in this study have indicated they were unemployed. Those that were employed earned less. These challenges have made it very difficult for most residents to make improvements to their RDP houses. Many people in Braamfischerville are living in poverty and cannot afford other basic needs that also form part of their livelihoods.

One of the participants pointed out: *“We are overcrowded in this house. If we had money, then we would extend it so as to accommodate our large family.”*

This participant indicated that she was willing to make improvements and other alterations to their house, but a lack of employment opportunities prevented her from doing that. This indicates that most residents in Braamfischerville are not relying on the Government to extend their RDP houses.

Some of the unemployed residents could not afford to buy water and electricity. They were forced to take in tenants who were renting shacks in their backyards. This rent was their sole income,

helping them to access enough water or electricity, since the free services were not sufficient to last for a whole month.

One of the participants explained: *“If we didn’t have tenants who are renting shacks in our yards, we wouldn’t to buy water or electricity. We would only depend on the free water provided on a monthly basis, which is not enough”.*

The residents in the study area also indicated that of criminal activities were rife in their area. Crime was prevalent in most areas that are not well-serviced by the municipality such open areas, areas around the cemetery and areas near the bridge. All these areas are regarded as crime “hot spots” and very dangerous, especially at night.

One of the participants argued: *“In most cases our problem is our surrounding. It has an open space which is left unattended. I wish they could do something about it. It is where a lot of crime occurs. We also experience a lot of crime at the bridge near the cemetery.”*

Crime is one of the most serious challenges in Braamfischerville and is made worse by the nonexistence of a police station in the area. The victims of crime are sometimes reluctant to report these activities, because the nearest police station is not easily accessible and the service is usually slow.

4.5.7 The Local Government’s Intervention Programmes

The local municipality is obligated to address any challenge that the residents under its jurisdiction face. However, in Braamfischerville things are not happening as they are supposed to happen.

The participants had mixed reactions regarding the way in which the local municipality has been handling the developmental projects in Braamfischerville. Some of the participants believed that the local community benefited from such projects, which could be a good sign of job provision for them. However, some participants believed that the councillors have been involved in corrupt actions by giving these opportunities to their friends and family members.

One of the participants revealed: *“They mostly employ people by sampling from each of the four phases of Braamfischerville.”*

Another one confirmed that and said: *“Usually the local community gets the first preference.”*

This indicates that most people would have equal opportunities to benefit from these projects. In contrast, one of the participants said: *“Every time when there are such projects, is either you know someone at the municipal offices regarding the posts or you won’t get employed. We usually see people whom we don’t know working in the projects.”*

Most participants indicated that the local councillors do not respond to their challenges and usually make empty promises.

One of the participants said: *“We have raised them, but they always note them down and we never get feedback or any solution”.*

These developmental projects could be helpful in creating job opportunities to benefit the residents in this area, if they were only managed well by those in authority. Such actions would also curb corruption on the side of the local government officials.

The local councillors’ lack of commitment was attributed to the poor intergovernmental link in providing adequate services to the residents of Braamfischerville.

One of the participants highlighted that: *“The problem lies with the linkage from the national, provincial and to the local government. The councillors manipulate the developmental projects”.*

While collecting qualitative data, the researcher found new data related to the location of Braamfischerville. The researcher discovered that some of the RDP houses in phase 2 were built on a damp area, something like a spring. The area poses a serious danger to the occupants.

One of the participants said: *“The other serious problem is that there are several houses which are built on the water source, something like a spring. Those houses can fall at any time”.*

The participant further suggested that the occupants should be relocated somewhere else rather than trying to fix the problem. These houses are posing a serious threat to the lives of the occupants as they are built on an unstable environment. Therefore, these conditions should be treated as a very urgent matter before anything drastic could happen and jeopardise the lives of the affected people.

4.6 HAS THE LOCAL GOVERNMENT DONE ITS BEST TO ADDRESS YOUR PROBLEMS?

Collecting this data was important for soliciting information from the respondents about the role that the government officials played in addressing the people in Braamfischerville's problems.

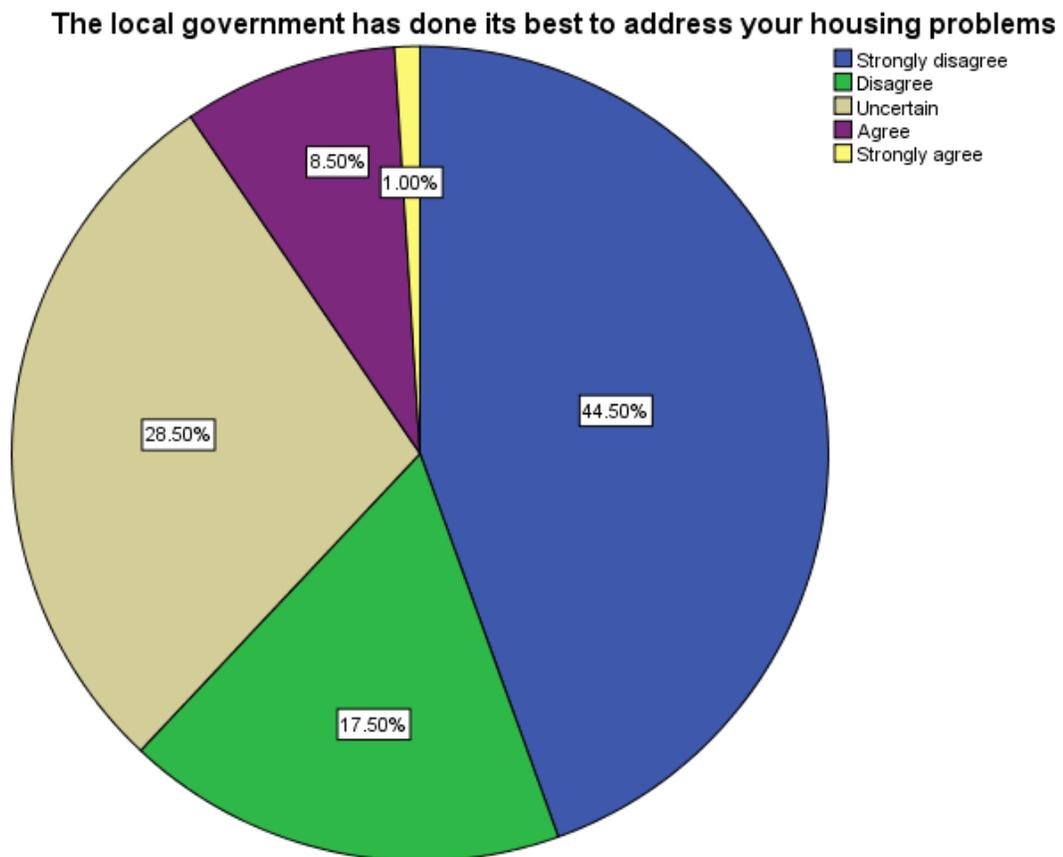
"We pride ourselves for this good work but we are also not complacent about some of the objective limitations we continue to contend with. Some of the lessons we have learnt over the past twenty years suggest that the current approach to housing delivery has to some degree been very inefficient, wasteful and unproductive and thereby continues to perpetuate the apartheid spatial patterns. There are however, objective limitations that make it difficult to shake the fundamentals of the apartheid spatial patterns in Gauteng namely the scarcity of suitable and well located land for housing development" (GDHS, 2014:8).

The residents of Braamfischerville experience many challenges related to the quality and size of their RDP houses and other services that the local municipality provides. They have been reporting these challenges to the municipality, but nothing has been done about it. Most of the respondents do not believe that the local government has done its best to address their housing problems. However, about 10% of the respondents think that the local municipality has done its best in addressing the housing problems in the area.

There are many of such problems which are still not attended to by the local government. The roads in question are a disaster. During rainy periods in this area, the roads are eroded by running water because they are not tarred. Hence, it becomes very difficult to use the roads in Braamfischerville. It is the obligation of the local municipality to develop the infrastructure in his or her area.

It would therefore mean that the local government should address this matter very soon because these roads have been like this for a very long period of time. These conditions indicated the rate of development in this area is very slow and that impacts negatively on the livelihoods of the beneficiaries as they are unable to improve their living conditions.

Figure 4.5: The role of the local government



4.7 INTEGRATED PROVISION OF BASIC SERVICES

The provision of basic services such as water, sanitation and electricity is a very important aspect of providing adequate housing. It is therefore important for the researcher determine the manner in which these services are delivered to the community of the study area.

The provision of water in this area indicates the good work by the local government because the lives of the residents would not have been easier without the provision of adequate water as shown in table 4.13. Water forms one of the basic necessities and a very essential commodity for life on earth.

4.7.1 Access to Clean Water

Table 4.13 Provision of clean water

	Frequency	Percent	Cumulative Percent
Very poor	2	1.0	1.0
Poor	1	.5	1.5
Fair	11	5.5	7.0
Valid Good	64	32.0	39.0
Very good	122	61.0	100.0
Total	200	100.0	

According to the information in table 4.13, most respondents can access water adequately. The residents are generally happy with the provision of clean water. The information in table 4.13 shows that 93% of the respondents believe that the water provided by the state is good quality.

4.7.2 Access to Electricity

Table 4.14: Provision of electricity

	Frequency	Percent	Cumulative Percent
Very poor	2	1.0	1.0
Poor	11	5.5	6.5
Fair	72	36.0	42.5
Valid Good	72	36.0	78.5
Very good	43	21.5	100.0
Total	200	100.0	

Electricity is adequately accessible to the respondents. Most respondents are happy with the supply of electricity in their area. About 94% of the respondents indicated that electricity is accessible to them.

Even though the state has succeeded in providing this commodity to the people of Braamfischerville, there are some challenges experienced by the beneficiaries. The major problem is that the residents must buy water in order to have access to it. It is very difficult for most of the people to be able to afford buying water because many of them are unemployed.

4.7.3 Conditions of the Roads

Table 4.15: Conditions of the roads

	Frequency	Percent	Cumulative Percent
Very poor	88	44.0	44.0
Poor	33	16.5	60.5
Fair	50	25.0	85.5
Valid Good	24	12.0	97.5
Very good	5	2.5	100.0
Total	200	100.0	

The roads in Braamfischerville are in a poor state. The information in table 4.15 shows that most roads need to be upgraded. About 61% of the respondents indicated that the roads in Braamfischerville are sub-standard. It is important for the researcher to consider the quality of the roads in this study, since the conditions of the roads in the study area affect the community's daily activities. Sub-standard roads will have a negative impact on the socio-economic conditions of the residents in the area.

4.8 THE INTERVIEW WITH THE LOCAL GOVERNMENT OFFICIAL

The researcher managed to interview one of the two local councillors. The purpose of this interview was to explore the local governments' intervention strategies in connection with the challenges that the people of Braamfischerville experience due to the quality and size of their RDP houses. The main aim was to investigate the factors that resulted in the inadequate housing structures.

The collected data revealed a number of issues related to the housing development in Braamfischerville.

4.8.1 Housing Designs and Provision

The councillor indicated that, initially, three types of housing designs existed for housing development in Braamfischerville. The designs were changed when phase 2 commenced. The councillor could not account for the changes in the designs. Regarding the provision of housing, he informed the researcher that the State was providing many RDP houses in order to accommodate a large number of people, in other words, the state focused on quantity rather than quality, which affected the quality and size of the RDP houses in the study area.

4.8.2 Lack of Amenities and other Facilities

The lack of amenities such as a clinic and a police station was attributed to the shortage of land, since private companies still owned the available land. This state of affairs delayed the process of establishing the two mentioned amenities in Braamfischerville. He did, however, promise that these amenities will be erected very soon; plans are being drawn for that purpose.

4.8.3 Poor Infrastructure and Lack of Malls or Shopping Centres

The councillor acknowledged that some roads in Braamfischerville were in a terrible state. He pointed out that special projects would address these challenges. He also ensured the researcher that an area has been earmarked for building a mall. He also mentioned other developmental projects to be carried out in the area.

4.8.4 Location of the Study Area

The councillor mentioned that some of the residents were located on wetlands, damp areas and flooding areas in Braamfischerville. He also promised that these challenges would be addressed amicably. He did, however, acknowledge that the process was very slow as a result of the minimal budget they received from the State. He finally promised that more improvements were to be made in the study area.

4.8.5 Intervention of the State regarding the Quality and Size of the RDP Houses in Braamfischerville

There was no indication of any intervention by the Department of Human Settlements with regard to the quality and size of the RDP housing units in Braamfischerville. The State's only strategy was to relocate those households that lived in houses built on the unfavourable land. The councillor further indicated that the relocation process was very slow.

4.9 SUMMARY

The findings presented in this chapter highlighted the different views or perceptions, experiences and challenges related to the provision of adequate housing, based on the survey and the qualitative data collected in this study. Although the democratic government has done its best to provide RDP houses to the residents of Braamfischerville, of the stakeholders still have to address several challenges.

These results are indicative of the serious challenges that the beneficiaries of the RDP houses in Braamfischerville experience pertaining to the quality and size of their RDP houses.

In the next chapter, the researcher discusses the data findings presented above.

CHAPTER 5: DISCUSSIONS

5.1 INTRODUCTION

The purpose of this study was to investigate and explore the challenges and problems that the residents of Braamfischerville experience pertaining to the provision of housing, including water and electricity and how those challenges have affected their socio-economic conditions. In order to achieve the research aim, a quantitative survey and qualitative research tools and instruments were employed. A number of themes emerged from the data analysis, which will be discussed below.

5.2 SOUTH AFRICAN APPROACH TO PROVISION OF BASIC SERVICES

The post-apartheid government made a commitment to provide housing structures of high quality to all the needy people of South Africa.

RESEARCH OBJECTIVE 1

- To determine the extent to which the delivery of RDP houses in Braamfischerville improved the quality of life in this area.

According to Amtaika (2013:158), “the ANC government has spent tens of billions of rand on improving the poor, since taking office in 1994”. Most participants in this study indicated that they received 100% housing subsidy from the State. The findings revealed that many were happy to be homeowners, since they lived in unfavourable conditions before residing in Braamfischerville.

The Government has played a major role in providing the low-income houses to the people of Braamfischerville. This shows that the Government has responded positively to the call for housing for all the people, in accordance with the Constitution of the country as well as other relevant human rights instruments related to the right to housing across the globe. However, housing delivery in this area has had a lot of challenges.

Mahadevia, et al. (2013) argue that the problem with the Basic Services for the Urban Poor (BSUP) projects was that they were “trying to construct houses and not liveable habitat”. They

further indicate that the major problem with such projects was that they were focusing on “producing quantity rather than quality”. “Since 1994, the democratic Government has delivered 3, 7 million subsidized housing opportunities and services sites for the very poor, giving houses to approximately 12, 5 million people” (DHS, 2014). The Government only focused on providing many houses at a given time but did not consider the quality of the houses built.

During the Mbeki administration, the successes of the Government on housing delivery were “expressed in quantitative terms” (Kondlo, 2010:26). The “Government’s performance cannot merely be understood on the basis of the number of things done.” (Kondlo, 2010:26). This implies that the housing providers did not regard quality production. They only focused on building more and more houses. The results were very poor quality housing structures in Braamfischerville.

It was the ANC-led government’s goal to “increase the share of funding for the housing sector from just below 2% to 5% in the national budget in order to build one million housing units over the following five years” (Moolla et al., 2011).

5.3 URBAN LAND DEMAND AND PROVISION OF PUBLIC HOUSES

Most low cost settlements are erected on the “periphery of cities” where land is cheap and affordable for developers (Napier, 2005). The cost of the land on the periphery enabled the developers to minimise the building cost of the houses in such areas; the quality of the houses is very low. Braamfischerville, like many other developments, is located in an unsuitable area near a mine dump. It is evident that the area used to be a mining area. The participants complained about the amount of dust coming from this mine dump, which also poses a health risk to them and destroys their furniture. These findings are in line with Moolla et al.’s study (2011). They state that Braamfischerville is located “close to the zone of a mine dump” and consider that a health hazard.

The land in such locations is usually cheaper and housing developments are mostly defective. Tilley (2007) states that low-income housing in Peru poses very dangerous conditions to the beneficiaries. The area is established in an inadequate location. Another concern in such areas is that the developers do not consider the residents’ well-being, because their only aim is to benefit financially.

Mosha (2012) concedes that unplanned settlements are growing “tremendously”. This includes the developments on “hazard land” such as low lands that are often flooded, river valleys and damp areas. The findings of this study revealed that some of the houses in phase 2 were built in the damp area and also on wetlands; some houses are built in areas that are usually affected by floods. The lives of these beneficiaries are in danger. One of the participants indicated that the houses in those areas could topple at any time. This signifies that the developers did not survey the land before building the houses. The participant further suggested that those households should be relocated since it would not be plausible to fix their RDP houses.

5.4 DETERMINANTS OF HOUSING QUALITY IN BRAAMFISCHERVILLE

RESEARCH OBJECTIVE 2

- To identify the different types of housing the beneficiaries of the RDP houses in Braamfischerville expected.

The overall structure and size of the house should enrich the occupants’ well-being. Napier (2005) describes the RDP houses provided by the current government as being “very small and assuming the same structure, largely a one-roomed house or a two-roomed house”. Based on the findings of this study, most participants were happy about the houses that the Government provided. However, they were dissatisfied with the overall structure and size of their houses.

The Zuma administration has never lived up to the people’s expectations. Instead, things became worse and people are “drowning” in poverty caused by corruption in most spheres of Government (Kanyane, 2010:77). The findings of this study revealed that three designs were aimed at developing RDP housing in Braamfischerville. This could be confirmed by the different typologies in some of the RDP housing units in phase1 and phase 2. Some houses in phase 1 are referred to as “quartz”, which are four housing units forming a joined compound. Then there are the semi-detached housing units. In phase 2 there are L-shaped and detached housing units. The other two phases, that is, phases 3 and 4, comprise detached housing units.



Fig. 5.1 RDP Houses in Braamfischerville: Photos by JM Kotane

The local councillor confirmed these disparities, but he presented the reason behind these differences in the designs of the RDP housing units. “Corruption in South Africa has disoriented the ambitions of the democratic government to reconstruct and develop the country for a better life for all” (Kanyane, 2010:77). He further claimed that these designs differed extensively from the ones that the parties involved in policy programmes during the initial planning sessions of the democratic government initially proposed by. According to what the councillor claimed pertaining to the initially proposed designs, the RDP housing development in Braamfischerville could have more successful than it is today.

In 2009, 30 million Europeans experienced inadequate housing, (European Foundation, 2012). The houses they occupied were overcrowded, had leaking roofs and the window frames were poor quality. Most participants highlighted that many households in Braamfischerville comprise more than three members. Overcrowding conditions characterise these households. The houses are too small to accommodate larger families. The State has failed the people by not delivering on its commitment to provide decent and quality houses. In addition, Tilley (2007) states that the low-income houses in Peru are “cramped”, forcing family members to share the same room. The rooms are very small and the residents have no privacy.

More attention should be paid to housing designs before any construction can commence. The houses from 1980s showed that more attention was paid to the design and “layout of the house and services” of the residential areas. Also, the apartheid government supported the occupants before and after occupying their houses. In contrast, there was not much done to ensure that the houses in the new democracy were well designed. Hence the size of such houses was compromised (Napier, 2005). The participants argued that the houses provided by the previous regime were more spacious than the ones they were now provided with. They indicated that they expected larger housing units that are much better than those provided by the apartheid government. Instead they were allocated the one-roomed houses that they now occupy.

5.5 RIGHTS TO HOUSING AND QUALITY OF LIFE IN BRAAMFISCHERVILLE

RESEARCH OBJECTIVE 3

- To assess the extent to which the RDP housing project has been implemented in an integrated and sustainable manner to improve the socio-economic conditions of the people of Braamfischerville.

According to Du Toit et al. (2002), the responsible government and its institutions should provide services that “benefit society in general”. The same idealistic factor is indicated in the Constitution of South Africa, section 152(1) (6). It states that “one of the objectives of the local government is to ensure the provision of services to communities in a sustainable manner”.

This was indicated in the policy framework of RDP in 1994. The policy emphasised the provision of housing units with “durable structures, reasonable living space and privacy, which includes sanitary facilities, storm-water drainage, electricity and convenient access to clean water”. Most participants believed that the state has been successful in providing the residents of Braamfischerville with water and electricity. The Government has met the requirements of providing clean water and electricity to its population as defined in the Fuller Housing Centre Report (2014). However, the participants claimed that sanitation was not adequately provided. This could be seen in the poor quality of the materials used such as the toilets that are made of plastic. Some of the participants, particularly those from phase 3, claimed that they had to fix the incomplete toilets that the developers left behind.

Even though the participants were happy with the provision of water and electricity, they expressed their concern about the introduction of pre-paid meters. They claimed that these

meters have caused many problems, since the unemployed and the low-income earners cannot afford these services. These systems do not guarantee the availability of water and electricity at all times. Some of the participants also highlighted that other pre-paid meters were defective, which has negatively affected the residents.

Most participants indicated that the electricity in the area frequently trips, especially during bad weather. They blamed this on the way in which the electricity is installed, which is hanging on poles. They believed that this problem could have been avoided by installing the electricity underground like as in the old townships.

The participants described the conditions of the roads in Braamfischerville as sub-standard. Most roads are not tarred; their condition becomes terrible during rainy conditions. These roads are eroded by running water when it rains. Some of the tarred roads in this area have many potholes, causing problems for motorists. It is evident that these conditions affect the residents' daily activities and other related socio-economic activities. These findings agree with a previous study done by Mooller et al. (2011). They state that the roads are of poor quality, making transportation difficult.



Fig. 5.2 Conditions of the roads in Braamfischerville: Photos by JM Kotane

The housing development in Braamfischerville “has not made a significant contribution to notions of integration, compaction and restructuring of the apartheid city as it is located at some distance from the main urban centres” Makaya (2006:59). The location of this area has the same effects of the apartheid regime as the residents still have to spend much money on transportation.

5.6 FROM HOUSING PROVISION TO SUSTAINABLE HUMAN SETTLEMENT PROGRAMME

The local government in Braamfischerville has wasted money by erecting a makeshift police station that was not guarded and vandalised by thieves (Kumalo, 2014). The participants revealed a serious shortage of amenities in their area. They indicated that there is no clinic, police station or recreational facilities. The Government only managed to erect a makeshift police station that did not serve its purpose. It was ultimately destroyed by thieves. Hence the lack of a police station. Since no police services are provided in this area, crime has escalated. The lack of a clinic and sport centres also affected the well-being of the residents of Braamfischerville. Residents are forced to seek assistance elsewhere, which involves traveling to such areas.

5.7 THE LOCAL GOVERNMENT’S INTERVENTION

Local government cannot fulfill its mandate without a partnership with the provincial and national governments” (Tsatsire et al., 2010:.273).

RESEARCH OBJECTIVE 4

- To identify the challenges that these communities experience with regard to the quality and size of the RDP houses, and to evaluate community and government responses to these challenges.

The quality of housing units in most settlements is questionable. Roane and Mbangeni (2012:1) state in their report that the Public Protector was concerned with the “quality of houses in Lehae, Lufhereng and Ramaphosa low-cost houses”. They indicate that the “buildings are crumbling and there is a lot of corruption”. The RDP houses had many defects and during rainy seasons, the

residents were subjected to many hardships. Leaking roofs cause flooding of the RDP houses when it rains. This caused a damage of the residents' belongings and property. The developing companies always compromise the quality and size of the housing units in order to spend less on building materials or by employing cheap labour. These defects occurred mainly due to the Government's lack of planning and monitoring. The developers did not adhere to the State's stipulated terms and conditions. Hence most developed houses are defective.



Fig. 5.3 Plastering flaking off due to poor building materials used: Photos by JM Kotane

Aigbavboa and Thwala (2013) state that the residents of Kliptown were not satisfied with the quality of building materials used to build their houses. These authors also indicate that the residents were dissatisfied with the “workmanship standard” that showed a number of defects.

These authors also indicate that the residents were dissatisfied with the “workmanship standard” that showed a number of defects. The participants perceived the quality of their houses to be very poor. They described the building materials used to build their RDP houses as being very low quality. They cited the poor windows and doors, the asbestos roofing and the shortage of cement in plastering and building of their houses. These conditions resulted in a number of defects in their housing units. This could be attributed to the poor building materials used in building these houses, as well as the developers' poor workmanship.

5.8 INTERGOVERNMENTAL RELATIONS AND INTEGRATED APPROACH TO BASIC SERVICES

“Intergovernmental relations between central, provincial and local levels, require, among other things, clear guidelines, effective communication and closer co-operation to achieve the objectives stipulated in the New Constitution” (Ismail et al., 1997). One of the participants highlighted the lack of or poor relations between the three spheres of Government. He cited the local government in the area’s failure to address the residents’ challenges. He pointed out that all the stakeholders need to fulfil their roles in order to deliver adequate services to the residents.

“Cooperative government in the form of sound intergovernmental relations forces all spheres to place collective national interest above geographic and spherical interests. Every government institution should make an indispensable contribution to the ultimate goal of the state, namely, the advancement of the general welfare of its citizens” (Tsatsire et al., 2010:274). This shows that although each of the three spheres has a specific role, they are all supposed to carry the mandate of delivering better and quality services to all the people of South Africa.

5.9 OPPORTUNITIES AND CONSTRAINTS FOR PROVISION OF PUBLIC HOUSING

RESEARCH OBJECTIVE 5

- To determine how service delivery projects are used to improve the economic conditions of the people of Braamfischerville.

Local municipalities are expected to use any developmental project as a way to create jobs to benefit the communities in those areas. According to Amtaika (2013), the Government should endeavour to create sustainable jobs that will help to redirect funds to other important community projects. The study has shown that many residents were unemployed. The participants showed mixed reactions with regard to how the developmental projects in the study area were used to alleviate the problem of unemployment. Most of them cited that these projects mostly benefited those who were related to the local councillor. However, some indicated that the immediate local community did benefit from such projects. Others claimed that, in most instances, the beneficiaries of these projects were sampled from the four phases of Braamfischerville. This was

confirmed by the local councillor. The latter could be a better way to provide such opportunities to the people in this area.

Job creation has been a concern since the beginning of the democratic government. According to Møller (2004), GEAR has not helped in creating “sufficient jobs to absorb the new entrants into the labour market each year”. She states that “most youth, particularly Africans, are unemployed”. This study has shown that most participants were either unemployed or earned little. The level of unemployment in Braamfischerville was very high, as evidenced by the participants’ length of stay, which was more than five years. The implication is that the residents in this area were unable to make improvements to their RDP houses due to their economic conditions. This policy caused an “increase in unemployment, inequality and racial division”, and the gap between the rich and the poor also increased (Møller, 2004). These conditions will continue to prevail in the study area unless the State find some measures that will create jobs for the residents in this area. Until such measures are put in place, these conditions will not change.

Cameron and Stone (1995), state that it is important for the local authorities to involve the local communities in all the projects of service delivery before the implementation of such projects. They believe that the local authorities should take responsibility of making skills and expertise available to the community through education and other developmental programmes. These aspects will help the local governments in curbing the problems of poor service delivery and avoid the conflicts with the local communities. They recommend that ‘proper engagement can have greater long-term success of projects’.

Greenstein (2010) states that a “lack of sufficient employment” is the main cause of poor housing quality in the cities of Mexico. The findings, as indicated in table 4.5, confirm that most participants (about 80%) in this area were earning below R4 000.00 per month. This is arguably not sufficient to make improvements to their RDP houses. Hence most houses will remain in the same condition that they were before occupation. Household’s income is supposed to cater for other needs of a household like food, clothing and services. However, considering how much most of these households earn, it would likely be difficult for them to live a decent life. This makes them dependent on Government to make improvements to their RDP houses, which not at all acceptable. Housing provision should empower the beneficiaries of that particular area.

5.10 SUMMARY

The purpose of this chapter was to present an analysis and discussion of the research findings described in chapter 4. In this chapter the researcher examined the challenges and problems that the residents of the RDP houses in Braamfischerville experience pertaining to their quality and size, including the provision of adequate water and electricity. The study also focused on the social and economic effects associated with the problems identified in this research. The next chapter presents the major findings, conclusions and recommendations of the study.

CHAPTER 6: CONCLUSIONS AND RECOMMENDATIONS

6.1 INTRODUCTION

The South African Government has made a commitment, since 1994, to provide adequate housing to a larger majority of the poor people. The South African Constitution, 1996, enshrines “the right of everyone to have access to adequate housing and the State must take reasonable legislative and other measures within its available resources, to achieve the progressive realization of this right” (National Housing Code, 2009:9). Various literature studies have proven that many challenges have accompanied the State’s provision of housing, as was highlighted in this study. This chapter presents the conclusions and recommendations of the study.

6.2 CONCLUSIONS

The purpose of this study was to investigate and explore the challenges that the residents of Braamfischerville experienced pertaining to the quality and size of their RDP houses, and how these challenges affected their socio-economic conditions. The data were collected by means of a quantitative survey and in-depth interviews. The research findings were presented and discussed in chapters 4 and 5 respectively. The conclusions presented in this chapter are drawn from the main themes as presented in the discussion section of the research.

6.2.1 The Challenges Experienced by the Residents of Braamfischerville

This section highlights different problems which are hampering the realisation of the Right to decent and adequate housing as entrenched in the South African Constitution. The local government in this area has thus far done very little to address the challenges related to housing provision in the study area.

6.2.1.1 Provision of adequate housing and poverty alleviation

The main aims of and rationale behind the South African Government’s provision of housing, as proclaimed in the constitution, are that it is “*the right of everyone to have access to adequate housing and makes it incumbent upon the state to take reasonable legislative and other measures*

within its available resources to achieve the progressive realization of this right” (National Housing Code, 2009).

The housing development in Braamfischerville has brought much joy to most people in the study area. The participants in this area indicated that they were pleased to have a roof over their heads and to ultimately have a place that they can call home. They also regarded themselves as blessed to have obtained the RDP houses, and claimed that most other applicants were not allocated. This implies that the South African Government has delivered on its promise to provide millions of South Africans with houses, especially the poor. The Government has also recognised the international call for the Right to Housing.

Although the residents of Braamfischerville were filled with joy for owning these housing units, they revealed that the quality and size of their RDP houses were sub-standard. The study has found that the participants were experiencing many challenges as a result of the quality and size of their houses. Many of their challenges emanated from poor building materials used, developers’ poor workmanship, government officials’ lack of monitoring and corruption among some of the government officials.

The houses are perceived to be very small, which has led to overcrowding in most households. Overcrowding of these houses compromised the privacy and decency of the occupants. The participants further indicated that they expected houses that were better than those provided by the previous government. They argued that the houses in the old townships are better than the current types of housing provided by the democratic government. Hence the State has failed to provide the residents of Braamfischerville with the adequate housing they expected.

6.2.1.2 Provision of basic services and infrastructure

The research findings revealed that the provision of water and electricity was up to date. The participants were, however, dissatisfied with the high prices they were supposed to pay for these services. The participants indicated that these services are not affordable, since most of them were unemployed. They also cited the poor quality of the provided electricity. They claimed that it is unreliable, since it often trips due to the way it has been installed. The participants also had a problem with water accessibility, alleging that it is not always available and that no information is usually provided in this regard. In addition, the participants revealed that the introduction of pre-

paid meters caused them much difficulty, and that some meters were faulty. Some participants also indicated that their toilets were not properly constructed and that they had to fix those toilets on their own.

The findings also revealed that the roads in Braamfischerville were substandard. The participants claimed that the councillors did not upgrade the roads in phase 3, whereas most roads in the other phases were upgraded. These roads negatively affect the residents' daily and economic activities in the area. Consequently many services could not be easily accessed as a result of the roads in Braamfischerville's substandard condition. The condition of these roads is even worse when it rains.

The challenges stated above imply that the Government has, to some extent, failed to meet people of Braamfischerville's needs pertaining to the provision of adequate housing and services as promised. Hence the right to decent and adequate housing was not fully recognised in accordance with the constitution of South Africa.

6.3 STATE INTERVENTION STRATEGIES AND ASSOCIATED IMPACTS

It is the responsibility of the local government to provide adequate services that will benefit the entire society. The state should therefore put proper intervention strategies in place and also implement the relevant policies accordingly in order to render better services to the people. However, according to the research findings, the local government in Braamfischerville has not done justice to the adequate provision of housing. The state has also failed in improving on the infrastructure in the area.

According to Du Toit et al. (2002), the responsible government and its institutions should provide services that "benefit society in general". The same idealistic factor is indicated in the Constitution of South Africa, section 152(1) (6). It states that "one of the objectives of local government is to ensure the provision of services to communities in a sustainable manner". Section 26 of the Constitution of South Africa states that everyone has a right to have "access to adequate housing". It is therefore the Government's responsibility to ensure that appropriate measures are put in place to achieve this right.

Problems regarding the proper planning in the quality of the building work, and also at the rate at which housing projects are completed have resulted in poor performance of the local government. The findings of this study have shown that the local government officials in Braamfischerville did not do much to address the challenges and problems experienced by the beneficiaries of the RDP houses in this area. This was revealed in figure 4.4, section 4.6; more than 62% of the participants indicated that the local government officials did not address their challenges. The participants claimed that these officials always make empty promises and never deliver.

Based on the information shown above, it is evident that the local government did not intervene sufficiently in delivering what they were expected to deliver. This only perpetuates the people of Braamfischerville's identified challenges.

The research findings have revealed that Braamfischerville was established on land that is not suitable for establishing a settlement of this magnitude. The participants and the local councillor revealed that some of the RDP houses were erected on unfavourable land. They cited areas such as damp areas, wetlands, flooding areas and the mine dumps.

These areas pose a great danger to the occupants of the houses built on and around such areas. One participant highlighted that the affected households must be relocated, as their houses could topple at any time. The location of Braamfischerville could be attributed to the cheap land purchased by the State to minimise development costs.

The participants indicated a serious shortage of amenities such as a clinic, a police station and sport facilities. The findings have shown that the Government only managed to establish a makeshift police station, which was not sustained and ultimately vandalised.

The lack of these amenities has affected the community in a bad way. They are compelled to rely on neighbouring areas for the services that these amenities provide. In most instances the residents have to travel long distances for such services; this involves money, which most do not have.

The lack of a police station exacerbated the rate of crime in Braamfischerville. Crime victims in this area do not report most crimes committed in the area as a result of the neighbouring police

stations' poor response. This affords the criminals more opportunities to terrorise the community, since they are aware that nothing is done to stop them.

The overall structure and the size of the houses should cater for the occupants' well-being. The RDP houses provided by the current government are very small and assume the same structure mainly in a form of a one-roomed house or a two-roomed house. The participants in this study indicated that the quality and size of their RDP houses adversely affect them. They cited leaking roofs and poor quality window frames, their houses dusty. They claimed that the dust and the rain water from the leaking roofs destroy their furniture and that their health is also affected

Another problem is that the size of the houses in Braamfischerville leads to overcrowding and a lack of privacy. The RDP housing units in this area are very small and most families consist of more than three people. This implies that the Government has failed in providing the people in Braamfischerville with adequate houses that could instil dignity, decency and a sense of pride in them. Instead, they are compelled to share the one-roomed house with all the members of their families.

The lack of amenities in the area, as well as its poor location, negatively affected the lives of the people in the study area. The residents have to rely on the neighbouring areas, such as Dobsonville, for essential services. The area is located on unsuitable land characterised by dust from the mine dumps, flooding and wetland areas. All these conditions pose a danger to the residents of Braamfischerville.

6.4 SOCIAL SUSTAINABILITY OF POST-APARTHEID LOW-COST HOUSING PROJECTS

The initial commitment by the post-apartheid government in 1994, with the introduction of the RDP policy, had good intentions of providing adequate service for the people of South Africa. However, due to lack of proper planning and designing, this policy has failed drastically to deliver the envisaged intentions. The failure could be seen in the inadequate housing units produced by the state.

This has compelled the state to for an alternative strategy with the introduction of the GEAR policy. Things went from bad to worse as most people lost their jobs just after the introduction of

this policy which also led to the privatisation of most of state entities. Unemployment has caused housing to become more unaffordable to most people especially the poorest of the poor. This has also seen many settlements being developed on the periphery of larger urban centres making difficult for people to access essential services and other socio-economic activities in those centres.

Then, the state introduced the BNG in order to try and correct the poor results of the mentioned policies. Since its inception the BNG has done a little bit better regarding the provision of housing. However, the great deal of damage had already been done by the RDP and GEAR as more and more people are unemployed and could not really afford to even qualify for the government subsidy. Therefore, most of the people are unable to get proper, decent and adequate housing from the state. Hence, the post-apartheid housing projects could not be regarded to be sustainable.

Therefore it could be concluded that the housing provision in South Africa will continue to be a serious problem.

6.5 RECOMMENDATIONS

This study has revealed that the RDP housing in Braamfischerville were of poor quality and the size of these houses did not cater for larger families. These defects could be attributed to poor building materials and lack of proper planning, monitoring and poor designs on the part of the government.

It is therefore recommended that the state focuses more attention on these factors before embarking on the development of any housing projects. The government should consider the size of the family and their marital status and construct houses based on these factors.

Overcrowding, lack of privacy and poor well-being of the residents could be addressed amicably if the government employs appropriate methods when providing the low-income housing to the poor majority of its people.

The research findings have indicated that unemployment was very high in the study area. Based on the information provided by the participants, the socio-economic conditions of the residents in the area were unfavourable. The residents were unable to improve their living conditions due to lack of proper job opportunities.

It is recommended that the local government should use the service delivery projects to create jobs for the unemployed communities whereby such projects will also provide the developmental skills for the workers. Unemployment usually forces people to completely become dependent on the government for their socio-economic conditions.

With more proper job opportunities created by the local municipality in Braamfischerville, the residents would be able to better their living conditions and also pay for other municipal services. This would help most of them to enjoy the privacy and the decent lives they do not experience currently. Hence, the state would not have to provide everything for free and redirect the funds to other important projects.

This study have revealed that water and electricity were accessible to all the people in this area. However, these services were not affordable to most of the beneficiaries. It is therefore recommended that the cost of water and electricity should be made affordable either subsidies or deprivatisation of these commodities. The findings also showed that there was a lack of amenities and that the roads in this area were in poor conditions. It is the obligation of each government to ascertain the provision of amenities and other forms of infrastructure and such amenities must be easily accessible to all.

In addition, the area is said to be located on an unsuitable land and that poses a great danger to the affected occupants. Therefore, it is imperative that the affected residents be relocated to safer and adequate settlements. The location of this human settlement is on a poor land could be attributed to the fact that the state was aiming to cut the costs in building the many houses that was promised to the poor masses. The state has been focusing on providing quantity rather than quality of the RDP housing units, hence more and more houses were defective.

It is recommended that the state should strive in providing quality and affordable housing. This could be achieved through the formulation of policies that would address the impediments related to low-income housing. The beneficiaries would enjoy and afford the services provided by the state.

Intergovernmental relations between all the stakeholders could be the best answer to most of the challenges related to the provision of low-income housing. The research findings revealed that the challenges experienced by the residents in Braamfischerville were not fully attended by the local municipality. Many of these challenges are left unresolved because the local councilors do not respond to these challenges.

With regard to the developmental projects by the government, the findings revealed that nepotism and corruption have denied many residents the chances to benefit from these projects. These projects could help in alleviating the dire socio-economic conditions which are prevalent in this area.

The researcher recommends that the relations between the intergovernmental cooperation and all the stakeholders should be intensified in order to provide adequate housing and other services to the poor. This would ascertain that all the people do benefit from the services provided by the state.

6.6 THE FUTURE RESEARCH INITIATIVE

This study was conducted using a total of 219 respondents which might show limited representativeness of the larger population in the study area which is made up 20 000 households. However, the study have provided enough data needed to answer the research questions and objectives respectively. Therefore, a further research could be conducted using a larger population sample as well as different methods of collecting data in order to produce more representative results.

Furthermore, this study could be used to conduct research where housing development in Braamfischerville is compared with housing developments in areas such as Tshepisoeng and Lufhereng. Tshepisoeng has almost similar type of housing development as that in the study area whereas Lufhereng has a typical BNG housing development. This study could yield better results regarding the provision of sustainable low-cost housing in South Africa.

6.7 SUMMARY

This study explored the challenges and problems faced by the people of Braamfischerville and how their lives are affected by these challenges. This study has presented the problems caused by the poor quality and small size of the RDP housing units provided by the local government to the people of Braamfischerville. It is envisaged that this study will contribute vastly to the existing Scientific Knowledge and assist the Policy makers to be cautious when drafting the new Housing Policies or amending the current ones, with regard to housing structures or plan.

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APPEDICES

APPENDIX A: QUESTIONNAIRE SCHEDULE

The Questionnaire consists of five (5) Themes made up of Sections A – E.

Instructions:

- Participants need not write their personal information on the questionnaire.
- Confidentiality and anonymity are fully guaranteed, only the researcher and the supervisors will have access to the participants' data.
- Participants have a right to withdraw their participation in the questionnaire without having to give any reason for doing so.
- Participants are requested to complete the questionnaire as honestly as possible.
- They are expected to return the completed questionnaire after two weeks of receipt.

SECTION A

Demographic profiles of Braamfischerville residents

Please write your answer by making a tick (✓) in the appropriate box.

1.1. Gender

1.1.1 Male

1.1.2. Female

1.2. Please indicate your age

1.2.1. 20 and under

1.2.2. 25 – 35

1.2.3. 36 – 45

1.2.4. 46 – 55

1.2.5. 56 and above

1.3. Please indicate the number of your family members

1.3.1. 1 – 2

1.3.2. 2 – 3

1.3.3. 3 – 4

1.3.4. 4 – 5

1.3.5. 5 and above

1.4. What is the level of your education?

1.4.1. None

1.4.2. Primary level

1.4.3. Secondary level

1.4.4. Diploma or junior degree

1.4.5. Honours and above

1.5. Please indicate your marital status

1.5.1. Never married

1.5.2. Married

1.5.3. Divorced

1.5.4. Widowed

1.5.5 Single

SECTION B

Economic conditions of the residents in Braamfischerville

Please write your answer by making a tick in the appropriate box

2.1. How do you earn your living?

2.1.1. Unemployed

2.1.2. Vendor

2.1.3. Self employed

2.1.4. Public sector employee

2.1.5. Private sector employee

2.2. What is your income?

2.2.1. 0 – 1000

2.2.2. 2000 – 3000

2.2.3. 4000 – 5000

2.2.4. 6000 – 7000

2.2.5. 8000 and above

2.3. How much do you spend on transport per month?

2.3.1. 0 – 200

- 2.3.2. 300 – 400
- 2.3.3. 500 – 600
- 2.3.4. 700 – 800
- 2.3.5. 900 and above

2.4. How much do you spend on municipal services?

- 2.4.1. 100 – 150
- 2.4.2. 150 – 200
- 2.4.3. 200 – 250
- 2.4.4. 250 – 300
- 2.4.5. Above 300

2.5. How much do you spend on school fees?

- 2.5.1. 0 – 300
- 2.5.2. 350 – 450
- 2.5.3. 500 – 650
- 2.5.4. 700 – 850
- 2.5.5. Over 900

SECTION C

Background of the people of Braamfischerville

Please answer the following questions on the lines provided

3.1. Where did you live before you came to this area?

3.2. How did you obtain this house?

3.3. Who allocated this house to you?

3.4. How much was your house and how much did you pay?

3.5. How long have you been living in this area?

SECTION D

Implications of the challenges related to RDP houses

Please read out the following information and give a score out of five for each aspect. (5 is strongly agree and 1 is strongly disagree) Write your score on line opposite the aspect you chose. The scores are: 5 is strongly agree; 4 is Agree; 3 is Uncertain; 2 is disagree; 1 is strongly disagree.

4.1. The overall structure of your RDP is of good quality _____

4.2. The local government has done its best to address your housing problems

4.3. Clean water and electricity are accessible to all residents _____

4.4. You always get help from the other community member _____

4.5. Your community benefits from the service delivery projects from the state

SECTION E

As a resident of Braamfischerville, how would you rate the provision of service delivery in your area? Please work through the following list give each service delivery a score out of 5. (5 is very good and 1 is very poor). Write your answer by making a circle around the appropriate choice. Use the following response scale:

1	2	3	4	5
_____	_____	_____	_____	_____
Very poor	Poor	Fair	Good	Very good

5. How would you rate the following forms of service delivery in your area?

- | | | | | | |
|--|---|---|---|---|---|
| 1. Conditions of the roads. | 1 | 2 | 3 | 4 | 5 |
| 2. Provision of clean water. | 1 | 2 | 3 | 4 | 5 |
| 3. Provision of electricity. | 1 | 2 | 3 | 4 | 5 |
| 4. Efficiency of transport. | 1 | 2 | 3 | 4 | 5 |
| 5. Conditions of the building materials used in building your house. | 1 | 2 | 3 | 4 | 5 |

APPENDIX B: Interview Schedules

Three types of semi-structured interviews questions will be used

Questions for the beneficiaries:

1. What can you tell me about your experiences and challenges since you occupied your RDP house?
2. What do you think could be done to address and improve your living conditions?
3. How do you feel about the quality and size of your RDP house and what were your expectations regarding that?
4. Who do you think should take the responsibilities of addressing these challenges?
5. Can you briefly tell me about yourself, what you do and when and when did you first occupy tis house?

These questions are not absolute because of possibilities of probing questions.

Questions for the builders:

1. Can you briefly tell me about yourself and the type of work that you do.
2. How were you appointed to do the job of building the RDP houses in Braamfischerville?
3. Can you tell me about your employees and how they were recruited?
4. Where did you buy your building materials and how much was spent on each RDP house?
5. How did you monitor the building of these houses and which measures were used to correct the defects on these houses?

Questions for the local municipality officials:

1. Please tell me about yourself and what is your role in the local government?

2. What were the standard plans and designs of the RDP houses and what do you think went wrong?
3. Who was expected to take charge of monitoring and assessing the quality of the houses and other developments?
4. What were the strategies and intervention steps taken to ensure that adequate quality is maintained and what was done to make that happen?
5. What does the state do to provide sustainable programmes which could help improve the lives of the people of Braamfischerville?

All these questions may be followed by probing questions to elicit more information from the respondents

APPENDIX C: Consent Form

CONSENT FORM

TITLE OF RESEARCH PROJECT

Public Service Delivery in the Gauteng Province: The Case of Housing Development in Braamfischerville, Soweto

Dear

Mr/Mrs/Miss/Ms.....Date.../.../20.....

NATURE AND PURPOSE OF THE STUDY

The purpose of this study is to explore and investigate the challenges experienced by the people of Braamfischerville due to the poor quality and small size of their RDP houses. The study will make use of survey questionnaire and in-depth interviews to collect information from the beneficiaries of these RDP houses, the builders who were employed to build these houses and the local municipal official(s) who were responsible for ensuring quality and adequate service delivery of these houses.

RESEARCH PROCESS

1. The study requires your participation in completing a questionnaire which is aimed at providing the necessary information about the nature, source and implications of these challenges on the residents of Braamfischerville.
2. 200 voluntary respondents from all the four phases of the study area.
3. The respondents may be representative of any ethnic group, gender and age of between 25 and 50 years.

4. The participants will be randomly selected and details about the research will be fully explained in the consent form which will be provided with the questionnaire.
5. The demographic information will be required from you such as age, number of family members, occupation, level of education and income.
6. The duration of the research project will about 2 to 3 weeks.
7. 20 of the participants will be interviewed to obtain more data about the research project.

NOTIFICATION THAT PHOTOGRAPHIC MATERIAL, TAPE RECORDINGS, ETC WILL BE REQUIRED

Tape recorder will be used, with your permission, to capture all the interviews. The tapes will be stored in a safe place at the university and will only be accessed by the researcher and the research team at the university.

CONFIDENTIALITY

The data you will provide in the questionnaire and in the tapes will be treated as strictly confidential and only the researcher and research team will have access to these data formats.

WITHDRAWAL CLAUSE

I understand that I may withdraw from the study at any time. I therefore participate voluntarily until such time as I request otherwise.

POTENTIAL BENEFITS OF THE STUDY

In light of the purpose of this study the challenges experienced by the residents in the study area may result in alerting the state and other stakeholders to come up with the intervention strategies that will help address these challenges amicably. The information collected will help the government to seriously reconsider and amend the policies that led to these challenges in order to avoid the same mistakes in future.

INFORMATION (contact information of your supervisor)

Professor S.E. Mini

Tel: 011 471 2348

CONSENT

I, the undersigned (full name) have read the above information relating to the project and have also heard the verbal version, and declare that I understand it. I have been afforded the opportunity to discuss relevant aspects of the project with the project leader, and hereby declare that I agree voluntarily to participate in the project.

I indemnify the university and any employee or student of the university against any liability that I may incur during the course of the project.

I further undertake to make no claim against the university in respect of damages to my person or reputation that may be incurred as a result of the project/trial or through the fault of other participants, unless resulting from negligence on the part of the university, its employees or students.

I have received a signed copy of this consent form.

Signature of participant

Signed at on

WITNESSES

1

2

APPENDIX D: Letter requesting permission to conduct research

9931A Mokale Street
ORLANDO WEST EXT. 2
ORLANDO
1804
10 December 2013

The Local Councilor
Braamfischerville

Dear Sir/Madam

PERMISSION TO CONDUCT RESEARCH IN BRAAMFISCHERVILLE

I am currently registered with the University of South Africa doing a Master's degree (MSc in Geography). My topic is 'Public Service Delivery in the Gauteng Province: The Case of Housing Development in Braamfischerville, Soweto'. In order to fulfill the requirements of this degree I have to conduct research in Braamfischerville so as to obtain my research data. I humbly request for a permission to conduct this research in Braamfischerville.

All the participants in this research will remain anonymous and their responses will be treated with confidentiality.

Yours faithfully

J.M. Kotane (Mr.)