

**MASTERS RESEARCH PROJECT**

**DEPARTMENT OF DEVELOPMENT STUDIES**

Name of the Student: **Ntsako Tshungu**

Student No: **59806117**

Name of University: **University of South Africa**

Module: **Masters in Development Studies**

Name of Supervisor: **Dr R. Bernice Hlaqala**

Research Title: **Exploring the effects of housing crisis in  
developing rural townships: Case of Josefa rural  
township in Soweto, South Africa**

Date of submission: **14 May 2023**

# Table of Contents

CHAPTER 1 .....	11
1. INTRODUCTION AND SYNOPSIS OF THE STUDY .....	11
1.1. Introduction .....	11
1.2. Problem Statement .....	12
1.3. Research Aims and Objectives .....	13
1.4. Scope of the study .....	13
1.5. Importance of the study.....	14
1.6. Limitations of the study.....	15
1.7. Ethical Considerations.....	15
1.8. Summary of the Research Methodology followed .....	16
1.9. Clarification of terms.....	16
1.10.Chapter layout.....	17
CHAPTER 2.....	20
2. LITERATURE REVIEW: SOUTH AFRICA’S HOUSING LEGISLATION, POLICIES AND STRATEGIES .....	20
2.1. Introduction .....	20
2.2. Background of the housing crisis in South Africa.....	20
2.3. Theoretical framework .....	22
2.4. Housing backlog in South Africa .....	22
2.5. Factors contributing to the housing crisis.....	25
2.6. The socio-economic effects of the housing crisis .....	27
2.7. Legislation, Policies, Frameworks, Strategies, and programmes of Human Settlement .....	28
2.6.1. <i>Constitution of South Africa, 1996</i> .....	29
2.6.2. <i>National Development Plan 2030 (Vision 2030)</i> .....	30
2.6.3. <i>The White Paper on Housing, 1994</i> .....	30
2.6.4. <i>The Housing Act 107 of 1997</i> .....	31
2.6.5. <i>The Rental Housing Act and Housing Act, Act No. 50 of 1999</i> .....	32

2.6.6. <i>National Housing policy</i> .....	33
2.6.7. <i>Integrated Development Plan (IDP)</i> .....	33
2.7. <b>Community initiatives which address the housing crisis</b> .....	36
2.8. <b>Importance of land in tackling the housing crisis in South Africa</b> .....	38
2.9. <b>Housing Microfinance</b> .....	39
2.10. <b>Conclusion</b> .....	40
CHAPTER 3.....	41
3. <b>CHAPTER THREE: Historical Background of the Area:</b> .....	41
3.1. <b>Introduction</b> .....	41
3.2. <b>History of the area</b> .....	41
3.3. <b>Demographics</b> .....	43
3.4. <b>Socio-economic activities</b> .....	44
3.5. <b>Research Background</b> .....	46
3.6. <b>Conclusion</b> .....	47
CHAPTER 4.....	49
4. <b>CHAPTER FOUR: RESEARCH METHODOLOGY</b> .....	49
4.1. <b>Introduction</b> .....	49
4.2. <b>Research Approach</b> .....	49
4.3. <b>Research design</b> .....	49
4.4. <b>Study population</b> .....	50
4.5. <b>Area of study</b> .....	50
4.6. <b>Population, Sampling method and techniques</b> .....	51
4.7. <b>Preliminary Exploration</b> .....	52
4.8. <b>Data collection methods</b> .....	53
(i) <i>Secondary documents analysis</i> .....	53
(ii) <i>In-depth telephone interviews with community members of Josefa</i> .....	54
(iii) <i>Interviews with municipality officials</i> .....	54
4.9. <b>Data collection procedures</b> .....	54
4.10. <b>Data analysis and interpretation</b> .....	55
4.11. <b>Ways to ensure validity and reliability</b> .....	55
4.12. <b>Conclusion</b> .....	56

CHAPTER 5.....	57
5. PRESENTATION AND DISCUSSION OF THE RESULTS .....	57
5.1. Introduction .....	57
5.2. Background information of the interviewees .....	57
5.3. Josefa residence view on housing.....	58
5.3.1. Access to free basic housing.....	58
5.3.2. Factors contributing to poor access to housing. ....	59
5.3.3. The effects of lack of housing on the community .....	59
5.3.4. Access to affordable housing .....	60
5.3.5. Illegal occupation of land/ Land grab.....	61
5.4 The official stance on housing .....	64
5.4.1 Housing supply strategy.....	64
5.4.2 Challenges experienced in addressing housing crisis.....	65
5.4.3. Relationships between the municipality and community members .....	65
5.4.4. Budget allocation for housing.....	66
5.4.5. Initiatives taken to address the housing crisis.....	66
5.5. Conclusion .....	67
CHAPTER 6.....	68
6. SUMMARY, CONCLUSION, AND RECOMMENDATIONS.....	68
6.1. Introduction .....	68
6.2. Overview of the findings .....	68
6.3. Recommendations .....	70
6.4. Conclusion.....	72
7. Reference List .....	73
APPENDIX A: ETHICAL CLEARANCE 75 APPENDIX B: PERMISSION LETTER.....	78
APPENDIX C: CONSENT TO PARTICIPATE IN THIS STUDY.....	80
APPENDIX D: RESPONDENT INFORMATION SHEET .....	81
APPENDIX E: INTERVIEW SCHEDULE WITH RESIDENCE OF JOSEFA .....	84
INTERVIEW SCHEDULE FOR MUNICIPAL OFFICIALS .....	87
APPENDIX F: RESEARCHER ACKNOWLEDGEMENT .....	90

## **LIST OF FIGURES**

**FIGURE 1** Picture showing the danger imposed by living in informal settlement

**FIGURE 2** Map showing Soweto townships

**FIGURE 3** Kota spaza shop in Soweto

**FIGURE 4** Community meeting

## **LIST OF TABLES**

**TABLE 1.1: Housing backlog in South Africa**

**TABLE 1.2: Table summarising characteristics of respondents interviewed**

## **LIST OF ACRONYMS AND ABBREVIATIONS**

<b>ANC:</b>	<b>African National Congress</b>
<b>CoJ:</b>	<b>City of Johannesburg</b>
<b>DHS:</b>	<b>Department of Human Settlement</b>
<b>DOH:</b>	<b>Department of Housing</b>
<b>DMTB:</b>	<b>Draft Medium-Term Budget</b>
<b>DBDM:</b>	<b>Development Business District Masterplan</b>
<b>IDP:</b>	<b>Integrated Development Plan</b>
<b>NDP:</b>	<b>National Development Plan</b>
<b>NHP:</b>	<b>National Housing Policy</b>
<b>RDP:</b>	<b>Reconstruction and Development Programme</b>
<b>SDGs:</b>	<b>Sustainable Development Goals</b>
<b>DPME:</b>	<b>Department of Planning, Monitoring, and Evaluation</b>

## **LIST OF APPENDIXES**

**APPENDIX A:      Application for Ethical Clearance**

**APPENDIX B:      Permission Letter**

**APPENDIX C:      Informed Consent Forms**

**APPENDIX D:      Respondent Information Sheet**

**APPENDIX E:      Interview Questions with Residence and Officials**

**APPENDIX F:      Researcher Acknowledgement**



## **ABSTRACT**

The study investigates issues of housing faced by the community of Josefa. It assesses the impact of housing crisis in this township of Soweto, Josefa, South Africa. It is being conducted against the background of the country's achievements since democracy in 1994. At the time, people were promised that there will be changes, ranging from equality and good access to service delivery. However, many South Africans including some residents of Josefa, continue to experience housing crisis. In Josefa area, most people are living in backyard shacks. In this study, the researcher used snowball sampling technique, to select a sample from the population. Secondary data collection method entailed reviewing secondary documents such as books and articles from journals, internet, and newspapers. Primary data collection entailed collecting data from selected research participants through conducting in-depth telephonic interviews.

The study also discusses the importance of social housing in addressing housing issues in areas of Soweto, Josefa. The result of the study shows that there is still a huge gap in addressing housing provisioning in Josefa area. People still depend on back yard shacks as a primary source of dwelling and paying rent. The residents blame the government for failing fulfil their promise made after apartheid in 1994, to provide good service delivery. In terms of land acquisition, high urbanisation and migration contributed to municipality inability to provide effect service delivery especially housing provisioning. The results of the study will contribute to ensuring access to basic housing service provision by recommending measures to address policy gaps. This will ensure policy responsiveness and promote the citizens' socio-economic development and empowerment, because their quality of lives will be enhanced.

## IQOQA

Lolu cwaningo lucwaninga ngezinkinga zezindlu ezibhekene nomphakathi waseJosefa. Luhlola umthelela wenkinga yezindlu eJosefa, ilokishi laseSoweto, eNingizimu Afrika. Ucwanningo lwenziwe ngenxa yempumelelo yezwe kusukela ekuqaleni kombuso wentando yeningi ngo-1994. Ngaleso sikhathi, abantu bathenjiswa ukuthi kuzoba nezinguquko ezifana nokulingana kuya ekulethweni kwezidingo zomphakathi. Nokho, abantu abaningi baseNingizimu Afrika, kuhlanganise nezakhamuzi zaseJosefa, basabhekene nenkinga yezindlu. Endaweni yaseJosefa, abantu abaningi bahlala emijondolo engemuva kwezindlu. Kulolu cwaningo, umcwanningi usebenzise indlela yokusampula yokuthola abanye abantu ngokuyalelwa abanye asebeyiphendulile imibuzo ukuze akhethe abanye. Indlela eqavile yokuqoqa imininingo ifake kuyo ukuyiqoqa ngokuba nezingxoxo ezijulile ngocingo nababambiqhaza abakhethiwe. Indlela yesibili yokuqoqwa kwemininingo ifake kuyo ukubukeza eminye imiqulu efana nezincwadi nemibhalo ekumajenali ahlonishwayo, ku-intanethi kanye nakumaphephandaba.

Ucwanningo ludingida ukubaluleka kokubhekana nezinkinga zezindlu ezindaweni ezinjengaseJosefa eSoweto. Imiphumela yocwaningo ikhombisa ukuthi kusenesidingo esikhulu sokuhlinzekwa kwezindlu endaweni yaseJosefa. Abantu basancike ekukhokheni irenti emijondolo engemuva kwezindlu njengokuyiyona ndlela eqavile yokuba nendawo yokuhlala. Izakhamuzi zisola uhulumeni ngokwehluleka ukufeza izithembiso zakhe zokuhlinzekwa kwezidingo zomphakathi ezenziwa ngenkathi kuqedwa uBandlululo ngo-1994. Izinga eliphakeme lokushintshela kumadolobha nokufuduka linomthelela ekuhlulekeni komasipala ukuhlinzeka izidingo ngempumelelo, ikakhulukazi ukuhlinzeka izindlu. Imiphumela yalolu cwaningo izoba negalelo ekuqinisekiseni ukufinyelela kwabantu ekutholakaleni kwezindlu eziyisisekelo ngokuncoma izinyathelo okumele zithathwe ukubhekana nezinkinga zenqubomgomo. Lokhu kuzoqinisekisa ukusabela kwenqubomgomo futhi kukhuthaze ukuthuthukiswa kwenhlalomnotho yezakhamuzi kuphinde kunikeze amandla ngoba izingabunjalo lezimpilo zazo lizothuthuka.

## NKOMISO

Dyondzo yi lavisisa timhaka ta tindlu leti langutaneke na vaaki vaka Josefa. Yi hlela ntshikelelo wa swiphiqo swa tindlu eka Josefa, dorobatsongo leri kumekaka Soweto, e Afrika Dzonga. Dyondzo yi endliwile ehenhla ka xiyimo xa ku humelela ka tiko ku sukela ku sungula ka xidimokirasi hi 1994. Hi nkarhi wolowo, vanhu va tshembhisiwile leswaku ku ta va na ku cinca loku ku nga ta sukela eka ndzingano ku ya eka mphakelo wa vukorhokeri. Hambiswiritano, MaAfrika Dzonga votala, ku katsa vatshami va ka Josefa, va ya emahlweni va hlangana na swiphiqo swa tindlu. Eka ndhawu ya ka Josefa, vanhu va tshama emikhukhwini ya le handle ka majarata. Eka dyondzo leyi, mulavisisi u tirhisile thekiniki ya sampulu yo lava vanhu ku hlawula sampulu ku suka eka tlawa wa vanhu. Maendlelo ya nhlengeleto wa datara ya masungulo ya katsile ku hlengeleta datara hi ku endla tiinthavhiyu to burisana hi riqingho na vatekaxiave lava hlawuriweke. Maendlelo ya nhlengeleto wa datara yavumbirhi ya katsile ku langutisisa hi vuntshwa tidokhumente ta vumbirhi to fana na tibuku na tiatikili to huma eka tijenali leti tekeriwaka enhlokweni, inthanete na maphephahungu.

Dyondzo yi kanela nkoka wa ku ololoxa swiphiqo swa timhaka ta tindlu eka tindhawu to fana na le ka Josefa eSoweto. Mbuyelo wa dyondzo wu kombisa leswaku ka ha ri na xilaveko xa mphakelo wa tindlu eka ndhawu ya ka Josefa. Vanhu va ha hakela rhente ya mikhukhu ya le handle ka majarata tanihi tindlu ta vona. Vatshami va sola mfumo eka ku tsandzeka ku hetisisa switshembhiso swa wona swa mphakelo wa kahle wa vukorhokeri leswi endliweke loko ku herisiwa Xihlawuhlawu hi 1994. Mimpimo yo ya emadorobeni hi xiyimo xa le henhla na ku rhura swi ngenisa xiave eka ku tsandzeka ka timasipala ku va ti nyika vukorhokeri lebyi hetisekeke, ngopfu ngopfu bya mphakelo wa tindlu. Mbuyelo wa dyondzo leyi wu ta ngenisa xiave eka ku tiyisisa mfikelelo wa tindlu hi ku bumabumela magoza yo ololoxa mavangwa ya pholisi. Leswi swi ta tiyisisa ku hlamula ka pholisi na ku phurumota nhluvukiso wa ikhonomi ya vaaki na ku nyikiwa matimba hikuva nkoka wa vutomi bya vona wu ta tlakusiwa.

## CHAPTER 1

### 1. INTRODUCTION AND SYNOPSIS OF THE STUDY

#### 1.1. Introduction

In terms of South Africa's Constitution, 1996 (Chapter 2, Section 26), the right to shelter is one of the most important human rights. Therefore, the state has a responsibility to build houses for the poor and also to ensure that everyone has land where the house/s can be built. However, it is important to note that, South Africa remains one of the countries that lack adequate housing compared to other in Africa like Morocco which has housing backlog of 600 000 and South Africa's housing backlog of 2300 000 (Matheson, 2011:56). This problem of housing has reached a crisis level and it can no longer be ignored.

Around 20 percent of the population, both men and women in South Africa, are homeless with no place to live. According to the estimate by the Human Sciences Resource Centre (2015), "South Africa is a home to approximately 200,000 street homeless people, a significant portion of the nation's population of 53.5 million". Most people remain homeless and live in poor conditions, thus putting their families' lives in danger. This then result in physical and mental issues, with children as well as the elderly being the most affected (Schupmann, 2017:22).

The issue of housing has then become a critical service delivery issue for the government, because no one should be homeless. At present, there are many instances where the majority of poor South Africans end up living in shacks, in over-crowded spaces, in very unsafe areas, and under extreme shocking conditions (Hennings et al, 2012:03). Those shacks are risky and pose a threat to people's lives and health. For example, there are people living in shacks next to rivers due to lack of land, and then end up putting their lives in danger such as being washed away by the floods. "Flooding swept through parts of Soweto and Alexandra, damaging homes and forcing residents to evacuate due to rising water levels along the Jukskei river near Setswetla Informal settlement in Alexandra" (News24, 2020.n.d).

In this study, the researcher gathers empirical evidence to address the research problem of housing crisis in the area under study. This study will explore the housing crisis, using Josefa as a case study. It goes deeper and describes the challenges that

are faced by the residents in this regard and then recommend measures to address the identified challenges. The study also scrutinises the existing policies and frameworks and the extent to which they address the housing crisis by proposing solutions that will result in proper and decent houses for the residents.

## **1.2. Problem Statement**

The research in this study identifies the gap between the current problem and the desired outcome; it conveys the importance of the problem and who is affected by the problem. This study highlights the effects of the housing crisis and mentions how these issues impact on the socio-economic development of Josefa.

In the process, the study also looks at ways in which the Apartheid system contributed to the current sufferings of our people. For an example, people were given small land to occupy and were also moved from urban areas to peri-urban townships (African National Congress, 1994:04). This has then led them to live in congested places under very poor conditions. Majority of members in the community of Josefa are also victims of forceful removals, have been receiving poor services, hence they are still living poor living conditions.

In Josefa to date, there is still a high number of people who lack proper housing which include shacks, small houses with 2 small bedrooms, a kitchen, sitting room and bathroom. Again, Josefa is regarded as one of the poorest areas in Soweto with long history of poor service delivery, especially housing provision. The state is failing to allocate enough budget for more houses to be built, high corruption by officials, urbanisation and more people continue to suffer due to lack of housing as their problem remains unattended (Alexandra et al, 2013:70).

There is a need to investigate why the government is taking so long to address this housing crisis which makes Josefa to be one of the poorest areas in South Africa. It is important for research to be conducted in this area, because most residents living in Josefa township experience high unemployment rate, majority of the people lack proper education and skills to compete in the job market, and there is no access to basic services such as running water, because the taps are not installed in most homes (Payne and Payne, 2004:129). According to the National Development Plan (NDP) (2012:13), this housing crisis makes residents to suffer worse especially during raining seasons, since they have nowhere to sleep with their families.

The 25-year Review Report, conducted by the Department of Planning, Monitoring, and Evaluation (DPME) and released by The Presidency, mentions that the challenges contributing to the government's inability to address the housing crisis include, actions of occupying land illegally by various communities; and high rate of urbanisation (2019:140). Furthermore, "the failure to effectively use the planning system has meant that the land assembly continues to favour upmarket developments, which confounds city and town densification and inclusion. With a daily average growth of 98 informal dwellings from 1996 to 2017, it is critical to resolve the housing crisis faced by most cities, especially with the growing number of evictions, protests, and the continuing land grabs" (DPME, 2019:140). The state is unable to buy unoccupied private owned land to build houses for poor people, because of high costs that owners demand (DPME, 2019:150). Communities like Josefa, continue to receive poor service delivery which is why it is important to explore the importance of the government and municipalities in addressing such issues.

### **1.3. Research Aims and Objectives**

The aim of this study is to explore and describe the housing crisis in Josefa community. In order to achieve this aim, the following objectives have been formulated:

- (i) To reveal reasons behind the housing backlog in community of Josefa;
- (ii) To specify the socio-economic effects of the housing crisis on residents of Josefa and development of their communities;
- (iii) To analyse and describe the extent to which the current policies and frameworks respond to the housing crisis; and
- (iv) To recommend the various strategies to be employed in addressing the identified policy gaps and challenges.

### **1.4. Scope of the study**

The selected communities targeted by this research, are those that have migrated from rural to urban areas in search for better life, particularly employment opportunities, due to suffered segregation during Apartheid era. These communities continue to experience housing crisis, since they were part of forceful removals by the state from their original places. They ended up settling where they live now. The targeted groups for the study are important, because they will provide relevant information needed to

answer the research question. Therefore, the scope of this study is delimited to Josefa area. Josefa compared to other areas, has been vulnerable to poor service delivery.

Josefa shares common challenges such as lack of access of water and during raining seasons, the residents experience floods more than other areas. It would be easier to generalise the findings from Josefa to other areas that the study does not cover. This will be possible, because the communities close to Josefa areas experience similar service delivery issues and usually attend joint meetings in one community hall (Alexandra et al, 2013:70).

### **1.5. Importance of the study**

Although there have been many studies related to housing crisis, this study focuses on the current challenges that are taking place in the housing sector. It differs from other studies in a sense that, it will focus on challenges that emanate as a result of the experiences of housing crisis in Josefa area. Therefore, there are valid reasons or justifications for this study to be undertaken. The researcher provides the worth of the study and what the study will contribute to (Williaman, 2018:27).

This study explores the challenges that affect progress with regard to the building houses in the areas of Josefa. The study would also highlight the socio-economic development impacts that these challenges have on residents as well as on development of their communities. It is envisaged that the results of the study would contribute to current debates by generating information and building on literature on housing allocation in South Africa. Analysis of the extent to which the current policies and frameworks respond to the housing crisis, will help identify the loopholes in housing allocations and management, particularly for communities with similar characteristics as Josefa as well as the policy gaps and the means to close these to ensure responsiveness.

Additionally, the study will inform service delivery improvement plan – a critical tool to be used is guiding service delivery to Josefa communities and other impacted areas in South Africa (SA). Furthermore, the information and data gathered through this study, will augment the existing research on housing, add on what other researchers may have left out, and expand current literature on housing service provision.

## **1.6. Limitations of the study**

Limitations are occurrences that arise in a study, which are beyond the researcher's control (Strydom, 2011:12). In this study, the limitation includes not researching all townships of Josefa, because this will require longer duration for the study and would also cost lot of money to complete. The study will target limited respondents due to resources constrains of time and money. The study targeted fifty (50) participants, but due to unavailability of respondents and some others pulling out, the researcher could not interview 50 participants.

The structural bureaucracy in the government's department will be a problem as some officials will require permission from high authority to release information for research purposes and this would take time. Proper channels will be followed to obtain permission to conduct interviews with the officials. The other limitations were regarding availability of respondents. It may take a long time for fieldwork to be conducted if recommended respondents are not available. In this case, other possible candidates will have to be contacted.

For municipality officials, it may be a challenge if the emails are not answered on time. This would require further follow up and additional appointments to be set up with the officials in the municipality. Language barrier can also be a challenge if some of the respondents only speak one language, which the researcher cannot speak. The researcher will find someone who knows languages spoken in the area to assist with translation in case the researcher interviews a respondent that speak a language the researcher does not understand.

Again, the use of open-ended question participants can result in the participants giving too much information that is not needed for this study. Again, since the Covid-19 restrictions are set according to levels, there may be changes from time to time. Even though the restrictions are on level 1, this study will not be conducted using face-to-face. This, can result in the study taking too much time and being costly.

## **1.7. Ethical Considerations**

According to Babbie (2013:66), "research ethics focus on moral principles that the researchers must follow in their respective fields of research". When collecting data, the researcher will firstly get an assurance for participation from the community leaders and



respondents, through the filling of forms. The researcher will also develop consent forms, which will be given to councillors and participants who will take part in the study.

The researcher and respondents will still observe Covid-19 protocols, of keeping a safe distance and wearing masks when taking part in the study. There will be no face-to-face interviews during this research, to reduce the risks of spreading Covid-19 and other infections. In a sense, there will be voluntary participation in this study, meaning that, no one will be forced to take part unless they want to. The respondents will be given an opportunity to answer any questions that they feel uncomfortable with. They will answer questions using interviews through Zoom or telephonically.

The respondents will further be assured that the information they are providing will be confidential and used for the purpose of the study only. Permission will also be asked from all respondents to take notes of the interviews without revealing the identity of the respondents. This is important because it would allow the researcher to conduct research freely and legally.

### **1.8. Summary of the Research Methodology followed**

Qualitative approach was used to conduct this study. It allows the researcher to conduct the research in a natural setting by observing every action taking place (Babbie, 2013:66). The use of secondary data sources in this study entailed document review of sources such as the Integrated Development Plan (IDP), Municipality Annual Reports, and the Department of Human Settlement (DHS) reports. These documents outline in detail, the nature of housing crisis and progress made in addressing the crisis.

### **1.9. Clarification of terms**

According to Babbie (2007:55), the important terms reinforce the researcher's acquisition of the necessary vocabulary. The following are definitions of the key terms used in this study:

- (i) **Apartheid** - Apartheid is South Africa's political and social system which existed in the twentieth century from 1948 until the early-1990s, during the era of the White, minority rule, where there was enforced racial discrimination against the non-Whites, mainly based on skin colour and facial features (ANC, 1994:1).

- (ii) **Communities** – A community is an interdependent group of people that share sets of characteristics, culture, values, and norms and come together by a sense of overall care for what happens to one another, understanding that what happens to one individual affects many others as they navigate similar relationships within a social structure and specific geographical location (MacQueen et al., 2001:56).
- (iii) **Department of Human Settlement** – is the department which facilitates creation of sustainable human settlements and improved quality of household life through development of policies, determination of finances, and the monitoring of implementation of housing and sanitation programmes in South Africa (DHS 2014:261).
- (iv) **Housing crisis** - it is described as a state where affordable housing is extremely scarce due to lack of affordability, poor service delivery, and high unemployment, all of which result in overcrowding and sometimes in reliance on shacks for shelter, or rental of properties for shelter purposes (Niemietz 2014:5).
- (v) **National Housing Policy** – is a policy which provides for people’s basic right to access adequate housing in line with a few international human rights instruments and treaties (DHS, 2021:20).
- (vi) **Rural areas** – are defined as areas located outside towns and cities. “Their homes and businesses are located very close to one another” (Cromartie, 2019:55). Most people who live in rural areas are the poor experiencing high levels of unemployment as well as poor service delivery.
- (vii) **Townships** – often referred to as, segregated urban areas occupied by black people, are underdeveloped areas built by the Apartheid government to segregate between the black minorities to the white supremacies (Cromartie, 2019:02).

### 1.10. Chapter layout

The research report consists of the following five (5) chapters.

- **Chapter 1: Introduction and synopsis of the study** - This chapter outlines the objectives and specifies the importance of conducting the study. It summarises what the study is all about, including the research methodology followed and the research design used. It concludes by showing how the research report would be structured.

- **Chapter 2: Literature review** - The review of literature reflects the work that has been done by other researchers in relation to the housing crisis. In this study, the literature review is organised in two (2) parts, with chapter 2, looking at the housing policies and frameworks such as the South African Housing Act. This chapter further reviews the South African Constitution with regards to the basic right to housing.
- **Chapter 3: Literature review** – This chapter looks at the historical background of housing crisis by showing the demographic as well as socio-economic implications.
- **Chapter 4: Research Methodology** - The chapter outlines the research methodology followed. The study describes the selected qualitative approach, which is considered the most appropriate and relevant to this study.
- **Chapter 5: Data presentation, analysis and Interpretation** – This chapter unpacks or rather presents the research findings in depth. The findings are presented in accordance with the themes, and they are analysed and interpreted to highlight the extent to which the research aim and objectives have been attained. Collected data is also analysed and interpreted in relation to the literature review.
- **Chapter 6: Conclusion and Recommendations** - The chapter draws together the insights from the previous chapters. It offers reflection of the wider context of development and outcomes of the problem. This chapter will also documents the main findings, specifies the limitations of the study and how they have been addressed, and end by summarising the conclusions and recommendations, based on the findings.

### 1.11. Conclusion

The above discussion reflected an overview of the research topic. To improve the quality of lives of Josefa residents, improving access to housing as one of the basic needs, is critical. Hence, this study investigates the problems underlying poor housing condition and recommend measures to ensure policy responsiveness. The researcher highlighted the research ethics to be considered and the anticipated limitations of the study. The latter is important in ensuring that the mitigation actions are in place.

The research methodology to be followed when conducting a study is summarised, in other to justify the process followed in selecting sample, collecting and analysing data. To ensure common understanding of the discussions, the reader is provided with clarification of terms within the context of this study. There is also layout of various chapters, summarising what each chapter entails.

## CHAPTER 2

### 2. LITERATURE REVIEW: SOUTH AFRICA'S HOUSING LEGISLATION, POLICIES AND STRATEGIES

#### 2.1. Introduction

Literature review draws from different authors and debates. Therefore, it is a tool that is used to guide the researcher in identifying areas that may have been overlooked by other researchers (Williaman, 2018:59). It enlightens the researcher on what other authors could have missed. Against the foregoing, this research makes use of different documents from the DHS as well as other literature sources such as books and articles, to review the extent of the housing problem.

The chapter identifies sources that are relevant and useful in answering the proposed research questions as means of providing answers on the research subject (Williaman, 2018:59). It looks at different legislation, policies, and frameworks developed to tackle the housing crisis. It also pays attention to strategies employed by various communities to address the housing problem. The review of literature is significant, because it provides supporting facts on how and why housing crisis is an issue that needs to be addressed.

#### 2.2. Background of the housing crisis in South Africa

According to Olufemi (1998:224), "Accommodation shortages and overcrowding of blacks in suburbs has a long history, This history of squatting and lack of housing in South Africa, dates way back during the Apartheid era. Black people were not allowed, according to the Gold law of 1885, to own land claimed for mining. This is one of the reasons most people are unable to have ownership of land for housing purposes (Mokgwatsana, 2018:29).

The lack of land ownership has resulted in high number of illegal occupations of land. (Obioha, n.d:02). Other people experience housing problems, because of lack of affordability, with the most affected being the marginalised blacks (Niemiets, 2014:5). Before 1994, the problem of housing became worse when black people were treated differently by the Apartheid system. They were forcefully removed from their areas of origin such as Soffiatown; and were then relocated to remote areas of Soweto like Josefa, Diepkloof and Alexandra (ANC, 1994:25). This segregation of black people,

resulted in most of them lacking housing, hence they ended up living in shacks and occupying inhabitable land (ANC, 1994:22).

'Towards a 25-year Review' released by the Department of Planning, Monitoring and Evaluation (2019:22) state that, "nonetheless 25 years after democracy approximately 14 million individuals have been aided by the state's housing programme with 5.6% of households that received some form of government housing subsidy in 2002 increasing to 13.6% in 2017" (DPME, 2019:141). This illustrates that, delivery of housing since democracy has been addressed, but at a very slow pace, hence poor people remain homeless and end up relying on shacks for shelter (Niemietz, 2014:5).

This persistent housing crisis has contributed a lot to poverty and land has mainly been a major obstacle to people getting houses. In response to that, the civil society sector has been pressurising the government into fulfilling the promise of delivering houses to people. The policies and laws that are in place have been formulated to deal with the housing crisis (Niemietz, 2014:5).

Matheson (2011:05) focuses on the level of informal housing in South Africa. He shows how black people are the most affected individuals when compared to white South Africans. He further gives details and examples of the informal and formal sectors comparing the population of people who reside in these sectors according to race. In that regard, the author uncovered some housing issues with regards to urban Africans in informal housing across South Africa (Matheson, 2011:09-11).

It is based on all this, that in the last 25 years the South African Government has been trying to close this gap of the past discrimination. Hence, when the country gained democracy in 1994, the state vowed to implement integrated development plans (IDPs) and infrastructure development strategies, to address the inequalities between black and white South Africans (DPME, 2019:03). The focus after gaining democracy was to improve both urban and rural sustainable development as well as service delivery. The plans were intended to help in attacking poverty, inequality, and improving service delivery ranging from housing, health, education, and many more (DPME, 2019:05).

Important to note is that the initiative/plan to redress the past discrimination and improve the livelihoods of poor people, is also provided for within the NDP (DPME, 2019:06). The focus of the NDP is on implementing the government's long-term strategies to address the socio-economic issues in South Africa, through amongst others, by

ensuring that everyone has a secured home by 2030. This will help in addressing most of the basic need - housing and restoring the past discrimination. This is important, hence it is critical to show how far the government has gone in improving the lack of housing. Furthermore, there is a need to strengthen implementation of housing policies, legislation, and strategies formulated to improve the level of service delivery and attend to the housing crisis.

### **2.3. Theoretical framework**

In case of this study topic, the emphasis is on housing provision as a basic right provided for within the various international and national legal instruments. It asserts that access to adequate housing is crucial basic need for social and economic development (ANC, 1994:12). This is followed by Social Capital Theory which emphasises the role of social networks, relationships, and community-based organisations in promoting access to housing and addressing the housing crisis. It suggests that social capital can facilitate collective action and enable communities to mobilise resources and negotiate with the government and other stakeholders such as private companies (Lin, 2001:123).

Political Economy of Housing, this framework highlights the political and economic factors that shape access to housing and the housing crisis. It suggests that housing is a product of broader socio-economic and political processes, including urbanisation, globalisation, neoliberal policies, and land tenure systems (Nkosi, 2019:15). Furthermore, there is Sustainable Housing which focuses on the environmental, social, and economic dimensions of housing and advocates for housing solutions that are ecologically sustainable, socially just, and economically viable (Sustainable Development Goals, 2014: n.d). This theoretical framework is in line with Sustainable Development Goal which focuses on making cities and human settlements inclusive, safe, resilient, and sustainable. It includes targets related to affordable housing, slum upgrading, and disaster risk reduction (Sustainable Development Goals, 2014: n.d). These theoretical frameworks to the study explore the effects of the housing crisis in the township of Josefa and provide insights into potential solutions that are consistent with these frameworks.

### **2.4. Housing backlog in South Africa**

“To understand the impact of housing crisis, it is vital to contextualise the housing backlog in South Africa. In the period between 1995 and 2012 (post-Apartheid era), the

state has been trying hard to tackle the housing backlogs by building houses for poor people” (Mokgwatsana, 2018:09). As of 2011, the Statistics South Africa (STATSSA) projected that, nearly 12 million people in South Africa were still without adequate housing.

Even though the housing statistics are irregular all the time, according to Mokgwatsana (2018:09), the General Housing Survey recorded around 12.8% of people in South Africa to be living in subsidised houses known as the Reconstruction and Development Programme (RDP) houses (STATSSA, 2011). It is worrying that, at least 13.5% people in South Africa, are still waiting for approval to have access to the RDP houses (STATSSA, 2011). To make matters worse, “the cost of home ownership has also become unaffordable, due to high rates of service charges as well as high unemployment rate” (Bouillon, 2012:115).

The DHS (2014:18) recognises that, in South Africa there is indeed a huge backlog of housing and less is being done to address the issue. However, the DHS has a commitment to increase the delivery of housing by 2030 (Mokgwatsana, 2018:09). “But still, this is not enough, this remark is both recognition and a plea that government needs assistance from all parties (private and public sector), to eliminate informal settlements and reduce poor housing conditions for the millions of South Africans” (Hassen, 2000:225).

Soweto is one of the largest townships in South Africa, with about 1,271,628 people according to Census (2011). 9.3% of Soweto residents, aged over 20 years, possess higher education (STATSSA, 2011). The DHS (2014:180) stated that, “the ‘dual residence’ of some households (who maintain a rural base, while household members migrate temporarily to urban areas), is a deeply entrenched feature of many households. At the same time, permanent urban migration is irreversible and growing.”

The housing crisis according to DHS (2014:190), is linked to issues of service delivery. It is worthy to note that, the housing crisis is also coupled with poor delivery of basic services such as water, sanitation, electricity etc. In this regard, in Soweto, 3.95 million households are unable to access tap water; 3.2 million households do not have access to proper sanitation; 2.6 million households cannot access electricity, and 4.56 million households do not have access to weekly refuse removal (STATSSA, 2011).



The housing backlog in areas of Soweto, including Josefa as well as all of the above service delivery issues, according to the study done by the South African Institute of Race Relations (SAIRR) (2012:188), are related to the rapid urbanisation increase. The study also showed that, in 1990, people living in urban areas increased from 52% to 62% by 2012 (DHS, 2014:70). It implied that, the number of households living in informal settlements increased from 52.9 percent in 2002 to 54.5 percent in 2012 (DHS, 2014:88). Gauteng is one of the provinces accommodating the highest and fastest growing population in the country, due to urbanisation (DHS, 2014:89) Hence, Engage (2013) also stated that, Africa's increasing rate of urbanisation, not so long, it is expected to overtake the Asia's population.

<b>Province</b>	<b>Housing Backlog (As of March 2021)</b>
Eastern Cape	478,598
Free State	136,542
Gauteng	152,315
KwaZulu-Natal	570,678
Limpopo	352,827
Mpumalanga	174,690
Northern Cape	50,263
North West	210,978
Western Cape	574,216
National Total	2,701,107

Table 1.1. Source: National Department of Human Settlements' website Integrated Residential Development Program (IRDP) database as of March 2021.

The table represents the number of houses that are needed to address the current housing shortage in each province of South Africa, as of March 2021. The term "housing backlog" refers to the number of households that do not have access to adequate housing or are living in inadequate housing conditions (Department of Human settlement, 2021:60). The table shows that the Eastern Cape province has the highest housing backlog of 478,598, followed by the Western Cape with 574,216. KwaZulu-Natal also has a significant housing backlog of 570,678. The Northern Cape has the

lowest housing backlog of 50,263. The total housing backlog for the entire country is 2,701,107. This information can be used to identify the areas where housing is most needed and can help guide the allocation of resources and development efforts towards addressing the housing shortage in South Africa (Department of Human settlement, 2021:68).

## **2.5. Factors contributing to the housing crisis.**

The high rate of people from informal settlement moving to formal settlement, especially Gauteng Province, is contributing to high rate of informal settlements (Turok and Saladin, 2015:386). It means that people who are seeking a stable life, end up living in shacks and some renting backyard shacks in squatter settlements. This explains the reasons for high backyard shacks in various areas in South Africa as well as high rate of people living in these shacks.

In light of the above stated context, it is important to specify the following, as contributors to the housing crisis:

- **High levels of unemployment** - In South Africa, the high unemployment rate is the main cause of the housing crisis. Due to unemployment, people do not have any source of income, making it difficult to maintain the acceptable standard of living, including affording to build houses for themselves. In contrast, people who have formal employment, are more likely to have good homes to live in, compared to the unemployed who cannot afford to buy formal houses (STATSSA, 2015:386).

According to the (News24, 2021: n.d) “South Africa's unemployment rate climbed to 35.3% in the fourth quarter of 2021, up from 34.9% in the previous period. In 2019 “South Africa’s unemployment rate increased by 0,1 of a percentage point to 29,1% in Q3 of 2019, the Quarterly Labour Force Survey (QLFS) released by Statistics South Africa, this is the highest unemployment rate since Stats SA started measuring unemployment using the QLFS in 2008” (DPME 2019:142). People are unable to find jobs and contributing to high number of housing crisis. The number will keep on rising which is why it is important for the government to address this issue by creating employment opportunities in order to reduce housing issues.

- **Lack of land** - Access to land is important in tackling the housing crisis. The allocation of land provides people with a space where houses would be built. In addition to using allocated land to build a shelter, people who have access to land also have an opportunity to use it for farming purposes, to maintain their livelihood (DPME, 2019:43). Without land, the government will not be able to progress in reducing the housing backlog in South Africa. Lack of access to land contributes to housing crisis, because people end up living in shacks occupying areas that put their lives in danger.

Making things worse is that, the government does not own most of the land, meaning that the state must purchase land from private owners in order to build houses for people (Turuk, 2018:16). This, contribute to the state's inability to fulfil the constitutional mandate of building houses on time. The land issue has been dragging for a long time. The state is still dealing with the restitution and redistribution of land, the processes which are taking forever, and people suffer as they do not have land to occupy and build houses for their families.

- **The government's slow response rate** – Since 1994, housing has always been an issue that the government pledged to address. After the country gained democracy in 1994, the constitution was drafted, to ensure equality and improved service delivery. However, the government's response to housing allocation is extremely slow, making it hard for poor people to have access to housing (Toulmin, 2009:25). This state's slow response rate goes hand in hand with poor service delivery. It is very important for the government to ensure that service delivery is a priority. If this is attended, it would speed up the process of housing backlogs. However, as long the state's response rate remains the same, people will continue to experience housing crisis (Toulmin, 2009:27).

Improved education and service delivery was the most crucial aspect the government vowed to improve by 1999 since during Apartheid black people were the most affected by segregation posed by the Apartheid government. COVID-19, made it more difficult to show that the government could have done better back to address service delivery issues and now people living in poor housing conditions become affected the most.

## **2.6. The socio-economic effects of the housing crisis**

The impact of inadequate housing extends beyond the health and cost of living (Matias, Cattaneo, Paul, Gentler, and Rocio, 2007:20). “Lack of housing limits people’s ability to comprehend sustainable livelihood and their inability to contribute towards the country’s growth and development” (Mokgwatsana, 2018:09). Of worthy to note is that, affected people end up getting stressed and resort to grabbing land illegally, because they do not have anywhere to live (Bouillon, 2012:105).

“Overcrowded housing, for example, is unhygienic, also creates distractions such as sleep disturbances, may lead family conflict, and so on. For example, since now we are on the middle of the pandemic in South Africa, it is more likely that when one person gets infected by COVID-19, it will easily and quickly spread to everyone in the family (Bouillon, 2012:110). Again, most children who grow up in areas with inadequate housing, their studies tend to be affected, for example, they are unable to complete their schoolwork because they never got a change to grow up in an environment or place that allow them to study freely. This, undermine studying and school performance”, which may affect their ability to complete school and in turn limit their chances of getting employment (Bouillon, 2012:105).

The point highlighted here, illustrate that, the housing crisis has social and economic effects, and some of which may have severe long-term impacts. The four frame images below, depict the different effects of lack of proper housing. The images show the danger posed by the floods during heavy rain seasons, where the shacks get flooded, and people end up with no place to sleep. When people living in areas with clustered shacks, is very likely that, if one shack catches fire, it can spread to other shacks quickly, thus putting the lives of everyone in danger.



Source: internet ([www.google.com/dangeroflackofhousinginruralcommunities](http://www.google.com/dangeroflackofhousinginruralcommunities))

Figure 1: Picture showing the danger posed by shacks and bad living condition.

One study shows that, “poor housing is more likely to contain hazards, creating an unsafe environment for children as displayed in frame one of the image above. Poor quality housing and living in overcrowded conditions is associated with increased incidence of injuries for children, the elderly, and pregnant women” (Mokgwatsana, 2018:09). Families living in poor physical conditions are more likely to experience domestic fire and flooding, pregnant women may get sick easier, and in case of domestic fire, the occupants may be trapped or are unlikely to escape, and their shacks are more likely to be destroyed due to quicker spreading fire.

## 2.7. Legislation, Policies, Frameworks, Strategies, and programmes of Human Settlement

The mandate for the Department of Human Settlements (DHS) is to achieve the Vision of the NDP, which is to ensure that by the year 2030 everyone in South Africa has a house, poverty is less, and unemployment is reduced to the lowest (DHS, 2014:280). All these are intended to promote integrated, balanced, and improved urban settlements. It is in light of the above stated vision that the DHS ensures that there is adequate housing and better living environment, which supports development of functional residential property market through formulation of appropriate housing legislation, policies and frameworks (DHS, 2014:240).

The “provinces, municipalities, and the department’s public entities are the implementing agents of the national policy directives” (DHS, 2014:252). They are responsible for delivering housing opportunities, funded by the transfers from the department (DHS, 2014:260). The housing policies, legislation, and frameworks play an important role in guiding the implementing agents by providing for ways in which the housing crisis can be dealt with and how services should be rendered.

Below is more detailed description of housing legislation, policies, frameworks, strategies, programmes, and projects geared towards addressing the housing problems in South Africa (Turok and Saladin, 2015:386). All these measures are intended to improve the housing conditions and address the housing crisis.

### **2.6.1. Constitution of South Africa, 1996**

In terms of the Constitution of South Africa (1996 - Chapter 2: Bill of Rights) it states that each and everyone has the right to have access to adequate housing. “The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right” (Housing White paper, 1994:55). It further state that no one may be evicted from their home, or have their home demolished, without an order of court made after considering all the relevant circumstance in other words, no legislation may permit arbitrary evictions.

The Constitution of the Republic of South Africa (RSA) it emphasises the importance of access to housing which is the government’s responsibility to provide (NHP 2010:8). To ensure fulfilment of this mandate, the state allocates budget to municipalities for use to build houses in local townships as part of service delivery.

The redistribution programme use land already on sale and land acquired by corrupt means from the apartheid state or mortgaged to state and parastatal bodies (NHP 2010:14). Where applicable, it will expropriate land and pay compensation as the Constitution stipulates. Land acquired from the apartheid state through illegal means must be recovered after due process and be given to citizens of South Africa (NHP 2010:15). The land reform programme must include land outside of the historically black areas. All legal provisions which may impede the planning and affordability of a land reform programme must be reviewed and if necessary revised (NHP 2010:30).

### **2.6.2. National Development Plan 2030 (Vision 2030)**

The NDP is a policy document, which offers the role players across various sectors of society, a long-term perspective of achieving service delivery goals by the year 2030 (NDP, 2012:14). It was developed with the aim of tackling poverty, creating employment, improving health and educational outcomes, addressing housing issues, addressing inequality, and growing a stable economy (NDP, 2012:14).

The NDP strategies for densification of cities and resource allocation promote better-located housing and settlements (NDP, 2012:14). It contributes to tackling housing crisis by ensuring that the DHS uphold its mandate of building houses. The long-term strategy offered by the NDP focuses on the role which various sectors have to play to ensure that there is improved service delivery 2030, including on housing.

Chapter 9 of the NDP (2012), focuses on transforming the human settlement and the national space economy. This is geared towards correcting what occurred as a result of Apartheid planning, where most South Africans were given places that are far away from their work. The end result has been that, people received poor services delivery and were unable to participate in economic development. For such reasons, the NDP comes to play, by addressing the legacies of the Apartheid system that caused housing backlogs and created conditions that are unacceptable.

It is worth noting that, “a great deal of progress has been made since 1994. However, South Africa is still far from achieving the Reconstruction and Development Programme (RDP) goals of breaking down the Apartheid geography through land reform, more compact cities, decent public transport, and the development of industries and services that use local resources and/ or meet local needs” (NDP, 2012:260). Despite all effort to reform the Apartheid system, colonial legacies still structure most areas across different scales (NDP, 2012:260). Therefore, there is still a need to support the Constitution of South Africa by ensuring the provision of the Bill of rights through affirming the right to a healthy environment, and make housing more accessible as part of improving service delivery according to sections 24, 26 & 27 (NDP, 2012:260).

### **2.6.3. The White Paper on Housing, 1994**

During Apartheid, people were forcefully removed from their dwellings and placed in informal settlement, because of segregation by the Apartheid government (DHS, 2013:22). This resulted in increased informal settlements (DHS, 2013:05). After South

Africa gained democracy in 1994, the new government responded to the housing crisis and informal settlement phenomenon, by building low-cost houses.

In 1994, the DHS also developed the White Paper on Housing. “This, White Paper also marked the beginning of a process of change for the first time in South Africa’s history, as a policy framework for all of its citizens. The approach adopted has been the search for the creation of an enabling environment, and not for the publication of a new set of rules” (White Paper, 1994:03). This, was seen as a fundamental prerequisite for sustained delivery of housing at the unprecedented level of history in this country. The White Paper provides statistical profile of housing in the post-Apartheid South Africa; and also provided for affordable houses through partnerships between the various tiers of government, the private sector, and the communities (DHS, 2013:03-04). It requires all parties not only to argue for their rights, but also to accept their respective responsibilities (DHS, 2013:05). This was also intended to respond to the housing crisis in a transparent manner.

Through this policy document, the government also made provision for distribution of houses and reconstruction of informal settlement to reduce high urbanisation (DHS, 2013:06). This document is significant, because it also holds the state accountable for poor delivery. In addition, it also emphasises the importance of private investment in communities, and employment creation to improve economic development (White paper, 1994:05). “Success in meeting the housing challenge will be one of the cornerstones of rebuilding our social structures and regenerating the economy. The importance of partnership between private sectors and communities in reducing housing shortage and improving service delivery cannot be ignored (White Paper, 1994:03) It ensures transparency and that the Housing Act 107 of 1997 is implemented (DHS, 2013:05; White paper, 1994:05).

#### ***2.6.4. The Housing Act 107 of 1997***

The Housing Act, Act No. 107 of 1997, was developed by the DHS in 1997. “Its facilities sustainable housing-development, by laying down the general principles applicable to housing development” (DHS, 2014:260). It was also set to establish habitable and sustainable public as well as private residential environment to ensure sustainable communities and access to economic opportunities (DHS, 2014:260).



The Act further provides institutional arrangements which define the functions of national, provincial, and local government in respect to housing development and the financing of national housing programmes (DHS, 2014:262). It addresses the housing issues, for example, it initiated housing programmes such as the RDP aimed at assisting individuals who cannot afford to build houses on their own, due to amongst others, financial reasons.

It also provides housing development funds to enable people, especially the poor in townships and rural areas, to afford building houses for themselves (DHS, 2014:262). The significance of this Act is to provide for the establishment of an agency responsible for facilitating the purchase and distribution of land. It then provides for the objects, roles, powers as well as the duties of that agency. Lastly, it promotes land acquisition to improve housing development for sustainable human settlement (DHS, 2014:263).

#### ***2.6.5. The Rental Housing Act and Housing Act, Act No. 50 of 1999***

The Rental Housing Act No. 50 of 1999 was passed in 1994, to support access to adequate housing by working to ensure appropriate functioning of the rental housing property market (DHS, 2014:260). The Act facilitates sound relations between the tenants and landlords by laying down the general requirements relating to leases and providing for the housing tribunal, which is an independent body that solves disputes between the landlords and tenants (DHS, 2014:261).

The Act further contributes to addressing the housing crisis by promoting rental of properties through provision of affordable rental housing to the previously discriminated people and the poor (DHS, 2014:261). It ensures that the landlords do not discriminate the tenants on any grounds. It also gives the tenants the right not to allow the landlords to search their place without their consent (DHS, 2014:261). More importantly, it allows the landlords to charge reasonable prices to the tenants.

South Africa is facing high number of people who lack permanent residence. Some who are able to work to pay rent, therefore the rental housing act protecting the rights of such people and ensure that their rights are respected by the landlords. The main objective of the Act is to ensure to create mechanisms that promote provisioning of rental housing. It goes on to promote effective access to proper housing and ensure there is proper functioning of rental housing market.

The Minister of Human Settlement is responsible for administration of this Act by monitoring and assessing “the impact of the application of this Act on landlords and tenants, more specifically the impact it has on the poor and vulnerable tenants; monitoring the performance of Tribunals and Rental Housing Information Offices; and developing relief measures and other social programmes as part of the policy framework on rental housing” with the purpose of alleviating hardships that tenants face in the hands of landlords. All in all, this Act protects both the landlords and tenants. It allows them to know their rights and responsibilities to avoid dispute between the two parties.

#### **2.6.6. National Housing policy**

In 2004, the DHS stated that, “all South Africans must have access to permanent residential structure that ensures privacy and provide adequate provision of portable water, sanitation facilities including waste disposal, and domestic electricity supply” (DHS, 2013:21). It means that, government must ensure provision of these basic needs for people’s survival.

In response to that, the National Housing Policy was developed in 2004, to ensure that everyone has a permanent secured residence (DHS, 2013:20). It was also intended to assist in tackling the housing crisis by giving subsidies to the individuals who do not afford to buy houses. The said subsidies were given against the actual costs of the house to reduce payment (DHS, 2013:21). Furthermore, the National Housing Policy provide for strategies and programmes to deal with housing issues in informal settlement (NHP 2010:1). This involves upgrading informal settlements by providing social housing to poor families, institutional subsidies, and land rights (NHP 2010:2).

In support of the aforementioned, the New Economic Growth Path also identified energy, transport, roads, water, communication, and housing as some of the key areas that would fast-track sustainable growth, employment, and equity creation in the effort to reverse the system of Apartheid infrastructure planning that did not cover developing the rural areas where black people live (DHS, 2014:260).

#### **2.6.7. Integrated Development Plan (IDP)**

The Integrated Development Plan (IDP), is the municipality’s plan, published every 5 years. It outlines plans by municipalities in terms of service delivery as well as strategies to ensure service delivery (IDP 2019:08). It is significant for this study, because it shows how the City of Johannesburg (CoJ) municipality progressed in addressing housing

issues in communities under the municipality, including Josefa (IDP, 2016:125). It is relevant to this study, because it tracks the shortage of housing in particular areas and assist the municipalities by tracking progress and addressing issues of housing. The IDP also outlines failures encountered by the municipality on service delivery in that particular period of 5 years (IDP, 2016:125).

The relevance of the IDP in addressing the housing crisis is that, it helps the municipalities to plan ahead, and then to track down the successes and failures of addressing service delivery issues. It ensures that the failures encountered during that five-year period, are improved in future (IDP, 2016:125).

The IDP by the City of Johannesburg municipality states (CoJ) that, the municipality's duties and responsibilities is to make sure that, the strategies and plans to move communities forward are fulfilled. The figure in the 2018/ 2019 IDP report by the CoJ shows that, the migration population rate in the city every month, is estimated to be 3000 people moving to the city (IDP 2019:14). These are the reasons why it is hard for the municipality to sufficiently provide services, including building houses to areas such as Josefa (IDP 2018:14).

The reasons people living in informal settlements like Josefa receive poor service delivery is, because of the challenges policymakers face such as low budget allocation (IDP 2019:14). This resulted in poor infrastructure development, poor education systems, and high unemployment rate since the municipality do not get enough budget to such delivery services, there is nothing that will happen if there is no money allocated by the government. When it comes to housing, the IDP stated that, there are 78.5% of people live in the city, meanwhile 21.5% live in informal settlement (IDP 2019:20). "The housing backlog is a major concern in most urban areas. The informal dwelling backlog (number of households not living in a formal dwelling) is currently at 21.5%" (IDP 2019:20). People in informal settlement are still depended on rentals and backyard shacks as some remain homeless.

The CoJ municipality estimates that, about 300 000 houses need to be built by the municipality annually. Availability of housing in rural townships is determined by the municipalities' ability to build sustainable houses. However, the 3500 housing units built per year, make it hard to achieve rural development as well as improved informal settlements (IDP 2019:21), especially in light of high migration to Gauteng. This is

significant to this study, as it explains the reasons behind the failure of community transformation by the municipality.

Areas of Josefa have long been ignored and denied service delivery promised after Apartheid. The level of poverty that people face in areas of Josefa, also slows the pace of development and the municipality does a little to combat such (IDP 2019:21). The IDP outlines such failure and ensures that service delivery needs are achieved by the year 2022 (IDP 2019:21). People are also involved in participation to ensure that the development process and the challenges communities face under the CoJ municipality are addressed.

## **2.7. Importance of social housing in reducing housing backlogs**

Social housing plays a critical role in reducing housing issues in South Africa. The country faces a severe housing crisis, with a significant portion of the population living in informal settlements or inadequate housing conditions. Social housing provides affordable and decent housing options for low- to middle-income households, who would otherwise struggle to access adequate housing (Housing Department Agency, 2019:56).

Social housing helps to address issues such as overcrowding, and informal settlements by providing safe and secure housing for those in need. It also promotes community development and social cohesion by bringing people from diverse backgrounds together in one place (Turok 2018:25). Moreover, social housing is an important tool for urban regeneration, helping to revitalize neglected areas and promote sustainable development. By providing well-located, high-quality housing options, social housing can also help to reduce commuting times and costs, which can have a positive impact on residents' economic wellbeing (Housing Department Agency, 2019:66).

Here are some ways in which social housing can be important:

- **Affordable housing:** Social housing provides affordable rental housing options to low-income households who cannot afford to purchase or rent housing in the private market. This can help reduce homelessness, overcrowding, and the prevalence of informal settlements (Nkosi, 2019: 08).
- **Improved living conditions:** Social housing developments are typically well-maintained and offer basic amenities like running water, electricity, and

sanitation. This can improve the living conditions and health outcomes of residents, reducing the burden of disease and the risk of environmental hazards. Community development: Social housing can foster a sense of community among residents, providing opportunities for social interaction, support, and the creation of local networks. This can also help reduce crime and social isolation (Department of Human Settlement, 2019: n.d).

- **Economic growth:** Social housing can provide jobs and stimulate economic growth through the development and maintenance of housing projects. This can also create opportunities for small businesses and entrepreneurs to provide goods and services to the housing projects (Nkosi, 2019: 17).

Social housing plays a critical role in reducing housing issues in South Africa, providing affordable and safe housing options, improving living conditions, fostering community development, and stimulating economic growth (Turok, 2018:102). Also, social housing is crucial in reducing housing issues in South Africa. It provides affordable and decent housing options for low- to middle-income households, promotes community development and social cohesion, and helps to revitalize neglected areas while also reducing commuting times and costs (Department of Human Settlement, 2019: n.d).

A long-standing government aim in South Africa is expanding access to rental housing in the country's urban areas. Due in part to their proximity to employment centers and other urban advantages, the metropolitan cores have high land costs that many people are unable to purchase (Nkosi, 2019: 10).

## **2.8. Community initiatives which address the housing crisis**

Communities like Mtshini Wam situated in Cape Town, went as far as introducing programmes that allowed them to address the housing crisis (Hennings et al, 2012:02). The area of Mtshini Wam community realised that there is high level of unemployment in the area and that relying on the government will take time to address the housing issues. They then initiated a programme which rearranges and reconstructs their squatter camps to maximise open space. "Shacks were built on raised platforms and the settlements were graded to prevent flooding this, re-blocking resulted in minimal disruption of the resident's lives" (Hennings et al, 2012:03). This community programme of Mtshini Wam is relevant to this study, as it is considered the best practice and allows

the community of Josefa to learn from it. The programme contributed to prevention of disasters such as fire from spreading quickly from one shack to another. The picture below shows how Mtshini Wam community restructured their area by building their shacks apart from each other to avoid the spread of fire.



*Figure2: Restructuring the shacks to avoid spread of fire.*

<https://www.bing.com/images/search?view=detailV2&ccid=eJrCmB%>

Josefa communities can also employ strategies learnt from this community initiative such as building shacks apart and ensuring that there are less shack dwellers in the community, whilst pressurising the state to accelerate the housing service delivery. The public and private sector organisations can also work together on a single goal of solving the housing crisis, which the country faces (Newtown, 2017:01). The various stakeholders in private as well as civil society sectors can come together to tackle the housing crisis in poor communities (Newtown, 2017:02). All these are important measures, which reduce the rate at which many people in South Africa depend and rely on the state to address housing problems (Newtown, 2017:02).

Many communities face housing crisis issues in South Africa. This includes the community of Mtshini Wam situated in Cape Town (Hennings et al. 2012:01). This community one of the poorest communities which has long been ignored by the government and the service delivery was very poor. Since the state was doing nothing to bring change in the community, the community members came together to rebuild their community (Hennings et al. 2012:01). The “reblocking” process by shack dwellers

involved rearrangement of their shacks for safety purposes, especially because those shacks posed a threat to their children (Hennings et al. 2012:02). The shack dwellers who lived near the rivers where floods can easily destroy their shacks, were moved; and the shacks were reconstructed to be apart from each other. There were community awareness campaigns, where the residents started cleaning their area; collected trash to minimise pollution; and planted trees to support green development (Hennings et al. 2012:02).

The community submitted memoranda on their grievances to the government, stating all the issues they faced such as the number of the unemployed people in their community and even proposed solutions on how to create employment opportunities (Hennings et al. 2012:03). This helped the community into ensuring that they do not entirely wait for anyone to step forward into improving their conditions. The government was pressurised to ensure that the community receive the service delivery they deserve. The health issues posed by pollution and other problems caused by poor sanitation and lack of water, were drastically reduced. Those who lacked farming skills, were trained for an example in planting trees (Hennings et al. 2012:03).

The townships of Josefa can learn a lot from this community, if they are to improve their community condition. They can learn a lot from not waiting for government and the municipality to deliver, but instead to become involved as a community in proposing solutions to their own problems. This article shared the key lessons and experience which other communities in Soweto can learn from to improve their situation (Hennings et al. 2012:04).

## **2.9. Importance of land in tackling the housing crisis in South Africa**

Lack of access to land resulted in illegal settlement or illegal land occupation as well as more shacks being clustered in a single area, resulting in overcrowding (Hoosen and Mafukidze, n.d:24). For people to be able to have proper housing, they need to access and own land. The development process in communities was progressive until the recent years when more people started being unemployed. They then decided to build backyard shacks in order to earn income. This, resulted in high number of occupants within a single stand, slowed down the development process, and increased the housing demand (Hoosen and Mafukidze, n.d:25). The backyard shacks are not without any challenges. "There has been a history of disputes and disagreements between landlord

and tenants regarding rentals of backyard shacks and rental problems such as poor or no maintenance of properties,” which is the responsibility of the owners of properties (Hoosen and Mafukidze, n.d: 27).

It is clear from the foregoing that, there is a need to have access to land to build houses, and areas such as Josefa, similarly lack access to land. Land access is important, if challenges such as illegal settlements or illegal land occupation are to be addressed. For people to be able to have proper housing, they need to access and own land first. It is important for the government to purchase land to build houses for the poor and homeless. Another pressing matter is for people not getting land to build houses and develop their communities. Some of the challenges which impact on land allocation and accessing proper houses include poor governance ranging from lack of accountability, lack of transparency, high corruption, maladministration, and violation of the rules by the municipality officials. All this need to be addressed if the housing crisis is to be successfully attended to.

## **2.10. Housing Microfinance**

Housing microfinance is significant for this study because it makes people to be able to afford and access better quality housing (Whyte, 2016:01). Addressing housing crisis through microfinance allows everyone who is poor to get a chance to get funding in the form of a loan to buy a house, even though they earn less income (Whyte, 2016:10). Therefore, “housing microfinance contributes towards improved living conditions and welfare of low-income households” (Whyte, 2016:1). It further allows people to access low-cost housing and minimise the housing crisis which most communities face.

People who earn less than R5000 per month as well as those who are self-employed and are earning R2800 and above are eligible to receive microfinance (Kihato, 2014:28). This helps in tackling housing crisis as it allows people to move from informal houses to formal better-quality houses (Whyte, 2016:03). There is also a rent to own system which enables people to get access to housing quicker, because they pay rent willingly, knowing that they will own the place permanently as time goes on.

Housing microfinance “contributes towards improved living conditions and welfare of low-income households” (Kihato, 2014:35). It is because it provides an alternative ensuring that people get low-cost housing through microfinance loans. The government



ensures that it build houses for people with low income and enable them to get access to houses through microfinance to minimise the housing crisis that most communities face in South Africa (Whyte 2016:08). The rent to own system also enables people to get access to housing because they will pay rent willingly since they know they will own the place permanently as time goes on.

The importance of addressing housing crisis through microfinance allows poor people to get a chance to obtain loan and buy a house even though they earn less income (Whyte 2016:13). The microcredit strategy allows low income earning individuals to increase their finances to be able to afford buy houses. The government meet such individuals halfway in a form of a subsidy or loan which is payable with low interests. To increase a pool of recipients, the banks and other financial institutions should be encouraged to loan people with less interest to address the housing challenge in South Africa (DHS, 2015:105).

## **2.11. Conclusion**

This chapter revealed how the housing crisis affects mostly, the poor black people in South Africa. The reviewed literature shows that, housing crisis is due to poverty caused by the Apartheid system. However, this situation is also made worse by poor service delivery and lack of involvement of key stakeholders such as the private sector and communities' involvement in addressing the situation.

This chapter also, discussed how employment creation and housing subsidies could also be important in reducing housing crisis in South Africa. To further improve the housing situation of many South Africans, it is evident that the government will not be able to do it alone. Therefore, there is a need for government and private sector to come together and partner in ensuring that the housing crisis is attended to, and that the deserving citizens are provided access to the most important basic human right – the shelter.

## CHAPTER 3

### 3. HISTORICAL BACKGROUND OF THE AREA

#### 3.1 Introduction

This chapter explores the areas historical background of Soweto including Josefa. It unpacks the background history of the areas and how people ended up residing in these areas. Furthermore, this chapter will discuss some of the reasons why the apartheid government moved people from various areas to Soweto. Lastly, this chapter discusses demographics as well as socio-economic structure of areas of Soweto, Josefa and other surrounding areas.

#### 3.2 History of the area

Soweto came to existence due to the forceful removals by the apartheid government from areas like Coolietown in the centre of Johannesburg. In 1905 people were moved from Coolietown by the apartheid government to South West Township also known as Soweto (Creighton, 2002). People who ended up living in areas like Josefa, Diepkloof, Meadowlands, Jabulani and many other places under Soweto were relocated from areas such as Sophiatown and Alexandre (Creighton, 2002). Josefa is one of Soweto's townships located in the eastern suburb 15 km away from South West of Johannesburg (Creighton, 2002). The areas are under the Municipality of City of Johannesburg (CoJ). During apartheid "Soweto was shaped by influx control and Group Areas act with an attempt to manipulate black labour markets intended that only a few black people should reside in white areas to be able to work as domestic workers" (Peter et al, 2013:85).

Josefa come to existence in 1959 along the areas of Diepkloef, Jabavu and Jabulani as townships settlements to accommodate those who were forcefully removed from Alexander (Creighton, 2002). The areas form part of the past segregation known for poor service delivery and maladministration which constituted to lack of proper housing (Creighton, 2002). The area of Josefa is associated with high rentals, backyard shacks and illegal occupation of land (Creighton, 2002). Most of the houses in that area were built by the apartheid government and they are referred to as 'matchbox', consisting of two (2) bed rooms 2 metres long, a toilet and small sitting room with no kitchen (Hoosen and Mafukidze 2014:38). Most people are still living in these small houses with their families today. Soweto experience issues of housing delivery which has been the case

for years. The democratic government after 1994 implemented free housing and Low-cost government housing with the intend to bridge the gap of the past apartheid and increasing housing in Soweto. RDP housing have pushed the north-west edge of Soweto towards the rail lines separating the townships the West Rand, western edge now connects to areas such as Tshepisoong and townships of Krugersdorp” (DHS, 2015:15). The area of Soweto still there is no adequate houses because of high number of people moving to such areas seeking employment opportunities (Hoosen and Mafukidze 2014:38).

STASSA (2011: n.d) indicated that the rapid urbanisation and rural depopulation are likely to be the key factors in determining demographic trends (DHS, 2015:15). “South Africa is slightly more urban than the global average with about 60% of the population urbanised and this is projected to be about 70% (total population 58.5 million) by 2030” (DHS, 2015:20). This means that by 2030 nearly three out of every five people will live in urban areas. The 40 million that are likely to live in urban areas will mostly be in Gauteng, eThekwinini and Cape Town” (DHS, 2015:20). This will have implications for planning, infrastructure, and the delivery of basic services including an increasing demand for housing and employment (DHS, 2015:25).

Infrastructure forms a foundation needed for the operation of a society, community or townships. The various systems of infrastructure tend to be high cost investments however; they are vital for economic development and prosperity (DHS, 2015:25). Investment in infrastructure that supports the development of sustainable human settlements must facilitate the achievement improved service delivery (DHS, 2015:30):



**Figure 2: Map showing areas under Soweto.**

Source: Google Maps.

### 3.3 Demographics

According to Statistics South Africa there were 1,271,628 people living in Soweto (StatsSA, 2011:55). There were 355 351 households in Soweto, 9.3% of residents aged over 20 years had a higher education, only 55% of Soweto residents had piped water inside their dwelling, while around 93% had electricity of lighting, and around 91% had access to a flush toilet connected to a sewerage system (StatsSA, 2011:62). The racial breakdown of Soweto, is as readers might expect, dominated by Black African population, as during the apartheid years, Black Africans were forced to live on the outer edges of cities, thus Black African's dominates the population profile of Soweto (StatsSA, 2011:66). According to StatsSA (2011:58), the main languages commonly used in communities of Soweto is Xitsonga, Tshivenda, Sepedi and IsiZulu. The racial breakdown of Soweto is dominated by black African population. This is because, during the apartheid years black Africans were forced to live on the outer edges of cities (StatsSA, 2011:70). Black Africans make up 98.5% of the population of Soweto, with Coloureds making up 1%, Indian/Asian, Whites and other race groups making up a mere 0.4% of the total population of Soweto (StatsSA, 2011:70).

Males make up 49,6% of the population in Soweto, while Females make up 50.4% of the population (StatsSA, 2011:66). Most of the people live in houses built during apartheid, hence some live in the hostels that were built in 1994 to accommodate men who used to worked in mines (Hoosen and Mafukidze 2014:40). A large portion of households rent the dwellings they stay in (28.6%; and those who rent backyard shacks being. A proportion of households reported they own and have fully paid off their dwelling is at 21.4% (StatsSA, 2011:66). A large part of these dwellings is informal shacks or government provided housing for which limited payment was required or housing was supplied free of charge (StatsSA, 2011:66).

**Josefa consists of 6 sections divided into zones, from zone one to zone six. Below is the statistics of the population in the area of Josefa according to zones.**

<b>Zone</b>	<b>Population</b>
<a href="#">Zone 1</a>	13241
<a href="#">Zone 2</a>	19899
<a href="#">Zone 3</a>	19897
<a href="#">Zone 4</a>	20029
<a href="#">Zone 5</a>	14681
<a href="#">Zone 6</a>	11417

Table 2: Population stats of Josefa according to zones

Source : Censuses 2011 (<https://census2011.adrianfrith.com/place/798026>)

### **3.4 Socio-economic activities**

Josefa consists of business district sight with various activities and projects taking place. The development of the areas consist of new parks were people go and have fun during weekends (Hoosen and Mafukidze 2014:22). There are also community developments which include the newly built square with shopping centre, clinics as well as a shopping plaza (Hoosen and Mafukidze 2014:25). Josefa also consists of Development Business District Masterplan (DBDM) with the purpose of creating employment opportunities for people who reside in the area. DBDM is in the centre of Josefa closer to all Zones (1 to



6) allowing people access shops, clinics and other public services such as police station (Hoosen and Mafukidze 2014:28).

The DBDM consists of office sites where people can open their own businesses at the lower cost of rent (Hoosen and Mafukidze 2014:29). The pressing concerns faced by the community is access to land for building houses and land for people to build their business at no cost. People build small shops in their homes to make a living by selling Kota (also known as Bunny chows) (Hoosen and Mafukidze 2014:29). Communities faces high number of backyard shacks due to urbanisation, whereby people move from other province to Soweto to seeking employment opportunities (Hoosen and Mafukidze 2014:29).

Those who need space for economic activities such as building rooms for rentals are denied land by the municipality claiming that the city will not benefit (Hoosen and Mafukidze 2014:30). Although people do not embrace bad living condition in these areas, but they enjoy the culture of owning small businesses such as Shisa Nyama (Buy and Braai) and car wash making the culture of the areas of Soweto more fascinating (Hoosen and Mafukidze 2014:30). People come from various areas to buy the famous chicken dust, kotas and wash their cars during weekends.

The photo below shows an example of Kota shop in Soweto:

Figure: 3. Kota (Bunny Chow) Spaza Shop



Source : Internet source. <https://www.foodandthefabulous.com/wpcontent/uploads/2014/04/9-800x530.jpg>

### **3.5 Research Background**

Housing plays a very crucial role in human existence as people need shelter to avoid bad weather. It is important for the government to ensure that everyone in South Africa owns a house (Hoosen and Mafukidze 2014:29). The population growth of the in such areas keeps on raising meaning the demand of housing for shelter increases everyday (DHS, 2015:15). The provision of housing is not only important for survival during bad weather condition, but also it plays a major role in the development of the country as well as for human well-being (DHS, 2015:15).

More people from informal settlement move to formal settlement for a better living adding on the population growth and increased level of crime, illegal occupation of land and unemployment in the cities (DHS,2015:15). For a long time, people in South Africa have been victims of poor service delivery and poor housing allocation especially at informal settlement. Some of the Initiatives in place to address such issues of poor access to housing includes Low-cost housing and increased budget for service delivery to meet the National Development Plan by 2030 (DHS,2015:15).

The National Development Plan (NDP) and United Nations, both recognise the significance of having access to housing (DHS, 2015:15). The objectives of these organisations seek to bring equality and promoting access to sustainable living. However, even though there is a global progress in terms of service delivery, still millions of people lack proper housing for shelter (DHS, 2015:15). The NDP indicated that by the year 2030, there should be an improved service delivery in terms of tackling housing crisis and issues of high migration South Africa (DHS, 2015:15).

Tracing back into the history of South Africa, inequality was brought by the apartheid regime. However, when the country took a turn into reforming legislations shifted into a positive direction particularly those governing access to resources and housing being one of them (DHS, 2015:15). When the African National Congress (ANC) came into power in 1994, the primary objective was to re-establish legislations and readdress the impact that the apartheid regime created to form a more equitable distribution of public services (DHS, 2021:15).

From 2009, rural development was one of the governments' priorities to have everyone in rural areas to have access to housing services. The Department of Human Settlement (DHS, 2021:55) declared that those who cannot afford to build their own houses but

earning an income they should receive housing subsidy. Hence those who live in rural areas or informal settlement is it within the state to ensure that they build them houses to enhance development of the country. The areas consist of more sites that are polluted and a high number of shacks, it is imperative for government to ensure that there is an effective system in place to enhance service delivery in communities (DHS, 2021:55).

### **3.6 Conclusion**

It is important to outline the background of the study when conducting a study to give an insight of the areas of study. This chapter explored the areas of Soweto and give reasons why people were moved from various areas to end up residing in Soweto. Going further, this chapter presented the demographics of residence and houses in the area Josefa and other surrounding areas of Soweto. Lastly, the chapter unpacked the socio-economic activities of the areas and the interesting facts about the areas of Soweto.





## CHAPTER 4

### 4. CHAPTER FOUR: RESEARCH METHODOLOGY

#### 4.1. Introduction

This chapter outlines the research procedures that have been followed when conducting this study. According to Mouton (2001:22), “research methodology is the specific procedures or techniques used to identify, select, process, and analyse information about a topic”. Therefore, in this chapter the researcher identifies the research approach and research design applied in this study. Furthermore, this chapter shows the study population, sampling methods and techniques as well as data collection methods employed.

#### 4.2. Research Approach

The study adopted a qualitative research approach. Qualitative approach is an “umbrella term covering an array of interpretative techniques which seek to describe, decode and translate the meaning of the social world” (Seymour, 1989:26). In other words, the researcher uses qualitative approach to get a clear understanding of the social phenomenon by engaging with people’s everyday lives. The approach allows the researcher to spend time in the field observing and taking notes within the natural setting (Mouton, 2001:22).

This approach has been selected for this study, because it enables the researcher to assess the challenges experienced by the community in terms of housing provision. This approach offers an opportunity for the respondents to express their views, opinions, and emotions about the experiences they came across (Babbie, 2007:34). An inductive approach, which begins with specific observation, is used to produce generalised theories and conclusions drawn from the research (Babbie, 2007:6). The reason for using the inductive approach is that “it takes into account the context where research effort is active and it is also most appropriate for small samples that produce qualitative data” (Babbie, 2007:8).

#### 4.3. Research design

Since the research design for this study is qualitative in nature, descriptive and exploratory research designs were selected. Babbie (2007:34) explains that: descriptive study provides a report on the characteristics of the population or particular event being

studied by focusing on what the problem is, whilst exploratory study provides better way of understanding a certain phenomenon (Babbie, 2007:34). This study, will be able the researcher to explore the issues of housing in the area and thus give insight and understanding of the problem whilst presenting the bigger picture of the situation. The study further describes the state of housing in the area of Josefa and how people are affected.

#### **4.4. Study population**

“The study population is a group of people that the researcher wants to draw a conclusion about, once the research study is finished” (Babbie, 2013:22), identifying the target population requires specifying the criteria that determines which individuals are included and which individuals not to include into the study (Babbie, 2013:22). In case of this study, the population being studied is people who lack of proper housing and are living in the poorest area of Josefa and occupying land illegally.

The targeted population are those who live in small houses built by the apartheid government and backyard shacks. The population is relevant for the study, because it will allow the researcher to reach relevant respondents who are experiencing housing crisis and help in answering the research questions. The respondents selected to take part of the study are both male and females of the age range between 18 and 65 years who experience housing crisis.

#### **4.5. Area of study**

The study was conducted within the area Josefa situated in Soweto, under City of Johannesburg municipality (CoJ). The areas of Soweto came to existence due to the forceful removals of people from areas like Coolietown in the centre of Johannesburg. In 1905, people were moved by the Apartheid to the South West Township (Soweto). People then ended up living in areas like Josefa, Pimville, Diepkloof, Meadowlands, Jabulani. As a result, those living in places under Soweto were brought there from various urban areas forcefully (IDP, 2016:22).

Some who ended up in Soweto were relocated from Sophiatown in 1905 such as those who ended up in Meadowlands. Josefa is one of Soweto’s townships located in the Eastern suburb of the Soweto about 15 km South West of Johannesburg. The areas near Josefa such as Florida are progressing, evidenced by improved development of business sites, developed facilities such as schools, clinics, and sports centres,

whereas Josefa areas remain underdeveloped (IDP, 2016:22).

The reason the study was conducted in Josefa community is because of how the area has long been overlooked in terms of providing improved service delivery and housing provision. Therefore, the focus would be on the issue of housing crisis the residents facing in the communities of Josefa and how the state failed to address this problem, even after 1994 when the country gained democracy. (IDP, 2016:25). The area only has one school, which is a primary school, the police station is far from the area, meaning the community members have to travel to the nearest community to access police station. The area experience high number of shacks as well as small RDP houses that were built by the Apartheid government before 1994.

This area is referred as a developing township, because some areas built by the Apartheid government in the 1980s, are referred to as townships. Therefore, Josefa areas are emerging from 'rural', as people live in shacks, continue to wait for the government to build houses for them the area can be considered to be develop to a township.

#### **4.6. Population, Sampling method and techniques**

Josefa has the population of about 60 000 people, both males and females. Half of the population are females and are mostly unemployed depended on their husband's income to provide for their families (City of Johannesburg IDP, 2016:25). The selection of research sample was through random selection. Random sampling is used for this study because, it gives anyone a chance to have an equal chance of being included in the study (Babbie, 2007:39). Therefore, every respondent would be given an equal chance to give their opinions or views regarding housing issues they experience.

The sampling technique used for this study is snowball sampling. In definition, "snowball sampling is a technique used for developing a research sample where existing study subjects recruit future subjects from among their acquaintances to be part of the study" (Babbie, 2013: 31). The sample selection is through referral based on non-random means. Since respondents are not selected from the sampling frame, this technique is subjected to biasness (Babbie, 2013:31).

Sample size measures the number of individual samples measured or observations used in a survey or experiment (Williaman, 2018:109). There are different types of sample size; namely: a designated sample size, which according to Williamans

(2018:110) is the number of sample units selected for contact or data collection; and final sample size, which is the number of completed interviews for data that is collected (Williaman, 2018:110). The sample size in the study consists of maximum of fifty (50) respondents. 30 respondents who are the community members of Josefa and 20 municipality officials would be purposefully selected and interviewed.

#### **4.7. Preliminary Exploration**

The initial entry to Josefa township community was through a community ward meeting. Before entry to the community meeting, permission letter and ethical clearance was given to the councillor to gain access to the community. This meeting was inviting residence of Josefa to discuss issues that concern them in terms of service delivery, that included housing, sanitation, electricity, health issues and crime. These meetings were held to discuss about improving the community development through meetings to deal with common needs that are a concern in the community. These meetings and discussions serve to alert the local authorities such as the ward councillors with regards to the problems that are facing the community. These meetings consist of both women and men, but mainly dominated by the elderly people. The picture below was taken during a meeting with the ward councillor.



Figure 5: Community meeting

The meetings and discussions assist the community members to become aware of their rights with regard to housing provisioning. Most of the residents indicated that they have been voting in both national and local elections and majority of them are ANC members. Through their voting and participation during elections, they have hoped the government to assist them in providing better services as promised. In other words, they rely on the government to provide them with adequate services delivery. In many townships of Soweto such as Naledi, Meadowlands, Dube and Josefa are depended on the government for service delivery. However, Josefa community members are the once who are highly depended on RDP houses that were built during apartheid and few built after 1994 after the country gained democracy. Observing the community members discussing their experiences, concerns and opinions with regards to shortage of houses, really reaffirmed the need to conduct a study in this particular area. This thus, also served as to understand how the area has been overlooked for the past years and the importance of housing in achieving development.

Furthermore, in gaining access to the study area, permission was asked from the councillor of Region D in the area of Josefa. Consent was obtained so that the study can be conducted in the community and the researcher was introduced to the members of the Ward. The researcher was also referred to the CoJ Municipality's administration where further referral was given to attain more information needed for the study. Being referred to the administration paved a way towards gaining access to secondary sources that is strictly restricted to outsiders. The administrator was a vital source of information and opened doors for other external sources. Further referral was made to other official offices such as DHS officers and NHD. Formal meetings with the officials were held in order to enlighten the researcher about the area and how it is important to have an assistant, a field assistant who is an active member in community discussions.

#### **4.8. Data collection methods**

The nature of the data and the phenomena to be researched dictate the choice of research methods. In this study the following methods were used:

*(i) Secondary documents analysis*

During the preliminary stage, secondary materials was carried out in order to fully understand the study area. In definition, secondary documents analysis is a systematic procedure for reviewing or evaluating documents, both printed and electronic

(computer-based and Internet-transmitted) material (Williaman, 2018:111).

During this stage, documents such as books and academic sources were used. Solid information was attained through official websites of the Municipality and local libraries. Moreover, information was gathered through online local newspapers to better understand issues that arose with regards to housing crisis (Williaman, 2018:111).

*(ii) In-depth telephone interviews with community members of Josefa*

In-depth interviews with respondents were conducted to collect qualitative data. The respondents were given time to raise their opinions on the study subject. "It involves oral question and answer in a systematic structured way" (Payne and Payne, 2004:129). The interviews allowed the conversation to run flexibly as the respondents were raising their opinions.

The members of community affected by the housing crisis, especially those who live in small houses and the shacks were interviewed and they raised most of the issues that directly affect them.

*(iii) Interviews with municipality officials*

The municipality officials were interviewed and asked to highlight the progress of tackling the housing crisis faced by the community of Josefa. Going further, they were asked about the success and failures they have experienced over the years to deal with housing backlogs.

Community members blame the municipality for the poor service delivery they experience. Municipal officials were asked to explain the reasons for housing backlogs in Josefa, the progress of housing provision and steps taken to deal with service delivery issues. During interviews all municipality officials were asked about the strategies implemented, progress of housing provision and programmes developed by the municipality aimed at addressing the housing crisis.

#### **4.9. Data collection procedures**

The interview questions were developed and structured to allow every respondent to feel comfortable to answer the posed questions. No one was forced to answer questions forcefully. Residents who agree to be part of the study were briefed on what to expect during the interviews so that they can know what to expect during interviews.

The questions were drafted for the study helped to address the problem statement. The time and date of the schedule were convenience to those who work during working days as for the officials they able to respond to the emails sent to them on time. The telephone interviews we reappropriate as every respondent had a chance to express their views and experience.

#### **4.10. Data analysis and interpretation**

Analysis in qualitative research is an inductive process, “meaning that patterns and themes emerge from the data collected rather than the data being used to prove a predetermined theory or hypothesis” (McMillan & Schumacher, 1993:4). In qualitative research, analysis commences with data collection. In the case of data collection through interviews, this means that once the first interview is completed, data is analysed, and that analysis influences the next interview in terms of the question asked and the focus during analysis.

The researcher identified various themes for this research to inform the data analysis process. The information was gathered through conducting in-depth interviews and documents were combined and coded through open coding. Defines coding as a process by means of which words, sentences, themes or concepts that repeatedly appear in the data are highlighted (Linneberg & Korsgaard, 2019:84).

Based on this repetitive data, underlying patterns were identified and analysed. The process in which the data is coded, lead to the data being organised according to themes and being analysed accordingly. The respondents’ experiences and knowledge were compared with one another, after which a conclusion was drawn. Data analysis was based on the examining of findings. The findings were examined, and data collected from the distributed interviews, the use of existing data, policy documents and interviews with participants.

#### **4.11. Ways to ensure validity and reliability.**

According to Babbie (2007:102) there are four aspects that need to be looked into when investigating the reliability and validity of a qualitative study, namely trust: worthiness, transferability, reliability and confirmability. Data on specific situations would be investigated with rich descriptions (Babbie, 2007:102). The information that will be collected is transferrable to reveal the nature of the housing crisis.



A dense description was given on all aspects of the data collection, so that the research can be repeated under similar circumstances, if necessary. The extent to which the research can be supported by other persons contributes to establishing whether the research is reliable. In the case of this study, the researcher determined validity by confirming the extent to which findings are supported or not supported by the reviewed literature during analysis phase.

#### **4.12. Conclusion**

This chapter discusses and explain the data collection and analysis methods intended to be used when conducting the study. This chapter is important because it explains how the study will be conducted and how it will look like after completion. It discussed the research design adopted by this study and sampling techniques and methods used when conducting this study. Most importantly, this chapter discussed how the findings were interpreted and analysed. Lastly, the study explains ways to ensuring validity and reliability.

## CHAPTER 5

### 5. PRESENTATION AND DISCUSSION OF THE RESULTS

#### 5.1. Introduction

This chapter consolidates data collected and the results obtained from in-depth interviews with the officials, community members, through reviewed documents and observations. The chapter also highlights the findings from the collected data and formulate emerging themes. It begins with the discussing background information of interviewees and explains their housing conditions as well as processes followed in addressing their housing issues.

In addition, this chapter illustrates the effects of housing crisis which include illegal occupation of land. Furthermore, the chapter outlines the challenges faced by the officials in terms of housing provision and recommends how the government and municipalities can address housing challenges in Josefa areas.

#### 5.2. Background information of the interviewees

The researcher introduced himself and gave participants consent forms before conducting interviews. A total of thirteen residents were interviewed instead of 50, and the interviews were not limited to race, gender or cultural customs. Six interviews were conducted telephonically and seven were done face to face. The average age of the respondents was between 25 to 55 years. Those who took part of the study have been living in the area of Josefa for at least 10 to 40 years. Of the participants interviewed were originally from Limpopo and have been living in the affected area for 15 years. One respondent was a 52-year-old male, who has been a residence of Josefa for 30 years.

Five of the thirteen respondents, depended on rented backyard shacks for dwelling with their children, meanwhile four respondents lived in illegally occupied land. This shows a huge backlog of housing in the areas of Josefa and therefore, government needs to improve provision of housing. Six residents interviewed indicated that they were not unemployed. In that regard, three respondents are formally employed and three are self-employed. Of those who are formally employed, one respondent worked as a bank teller; the other respondent work for government; and the last respondent work as a

store manager. Those who are self-employed, run small businesses such as selling snacks at schools and selling bunny chows in the community of Josefa. The respondents who were unemployed indicated that they do not receive any form of financial assistance from anyone. Two respondents indicated that they receive social grant and the other two receive financial assistance from their working children.

### **5.3. Josefa residence view on housing**

#### *5.3.1. Access to free basic housing*

It is the government's responsibility to provide free housing to the poor as part of basic need service delivery. Eight respondents indicated that they do not have access to free housing, while four respondent's own houses which were built by the Apartheid government including single-room dormitories also known as hostels. One of the key issues mentioned during the interviews was that the CoJ Municipality failed to provide major services such as fixing the roads; maintaining sewage; and building houses for poor people.

One of the respondents indicated that, it is only during national and local elections campaigns, where the officials will attempt to provide housing for campaign purposes. After the elections have passed, they never come back to address issues faced by the community. In addition, issues such as illegal occupation of land keep on rising putting the residents at risk as shacks are unsafe. The NHP indicated that, poor households need to have free housing, because they are in a risk of endangering their children due to floods and fire. More than 2000 people die of fire and flood every year in areas of Alexandra, Khayelitsha and even in some areas of Soweto due to unsafe conditions they live in (News24, 2019: n.d).

According to the RDP document (1994:52), rural communities need to receive better services equally regardless of class, race, or gender. Nine respondents indicated that they have raised concerns many times with the Councillor and the municipality, but it did not bare any results. They indicated that they have alerted the municipality that the houses provided by the past Apartheid government, are small and need to be renovated. According to the Municipal manager from the CoJ municipality, houses are being allocated to the residents of Josefa and the neighbouring communities like Elias Motswaledi. However, due to lack of land and urbanisation, the municipality is unable to cater for every individual at once. As a result, there seems to be little progress in Josefa

regarding addressing issues housing delivery, of which the community is unhappy about.

### *5.3.2. Factors contributing to poor access to housing.*

People who were moved from areas of Alexandra to Josefa by the past Apartheid government, contributed to rise in housing issues the community is still facing today. Of the six respondents interviewed, two saw their families moving from Alexandra to Josefa. The other four had grandparents who told them about the stories of how they were forcefully removed. They indicated that the houses they received after being forcefully moved were small and remain unchanged until now. Respondent two, said that “Apartheid is the reason people do not have houses and the service delivery process takes forever to reach the people”.

Other reasons leading to poor housing is high urbanisation, where people move from one province to another seeking for better opportunities such as employment. This is one of the major reason people end up occupying land illegally, because they cannot afford to pay rent or buy houses. One respondent explained that she has four children (three males and one female). Her daughter and two sons completed school with diplomas and degrees but are unable to find work.

The fact that they must share a house with two small bedrooms and a small kitchen, makes it hard to have privacy. She also said that “if they were to find jobs, they were going to be able to find their own place to rent, since they all have children of their own.” The service delivery situation has long been a problem in areas of Soweto and for the situation to change it will take years. Another participant mentioned that the area has long been ignored and they have people resorted to settling in backyard shacks where they pay less rent. However, there is overcrowding in these shacks and there is no privacy.”

### *5.3.3. The effects of lack of housing on the community*

Community development is slow and badly affected by poor access to housing and high unemployment rate. As a result of all these, young people end up being involved in crime, because they do not have anything else to do. One of the respondents indicated that, “my younger son smokes dagga and he has so many children that some of them have to live with their mothers instead, as there are not enough rooms at home”. This

has had a negative effect on one participant, as she indicated that she loves her grandchildren very much, but she cannot live with them since there is no space in her home.

The shortage of houses in the areas of Soweto affect the poor mostly because they are trapped in the space where they are unable to flourish. The government keeps on giving the community false promises during the campaigns. “The government is failing us, because we were promised a better living starting with the provision of houses and land, which we do not have to this date”. The community of Josefa lacks proper housing and the small houses which people occupy are in a bad condition and require to be renovated.

#### *5.3.4. Access to affordable housing*

The issue of affordability also contributes to lack of housing in the community of Josefa. Residents in one of the community meetings described how they need the municipality to give them a piece of land, to build houses of their own. However, the municipality did not respond positively, because they said that they cannot assist with provision of subsidised housing and land, due to high rate of unemployment. As a result, there are only few families that can afford to build their own houses, but they do not have land.

The reality is that not everyone can afford to pay even for a subsidised house. One respondent recommended that the government builds affordable houses to allow community members to have access to low-cost housing. This could be a good strategy to help eliminate the issue of housing in Josefa which requires the municipality and the community to find a better way that can work for majority of people in the community. The municipality can also benefit from as they will cut the costs, if they do not have to pay for the full costs of the house.

It is significant for people to get land to build their houses, so that the budget allocated on housing can be used for other service delivery issues such as employment creation. During the community meeting it was emphasised that, “people have been relying on the government for so long and forgot how people can make a difference in their community without assistance from the government”. This came after questions of job creation were brought forward during the meeting. These included, how people can

focus on creating their own jobs through agriculture, for example, to combat unemployment and reduce the community's dependency on government.

The hostels that were built during Apartheid remain a source of housing to many Josefa dwellers, due to non-affordability. "If the municipality can build more hostels and renovate the old ones, it will help to minimise housing problems" During the community meeting, the researcher through observation uncovered that, the residence of Josefa takes the issue of housing very serious and from their expressions, many of them are disappointed by the municipality's pace in responding to this crisis.

During the interviews, some participants indicated that, they migrated from other provinces such as KwaZulu Natal and Limpopo, to search for employment in Gauteng. However, they ended up living in backyard shacks for many years. Most of the participants registered to get houses from the Department of Housing (DOH) in 1997, but to date they have not received a house. The government must look at such issues and promote employment creation to reduce non affordability. If majority of community members can get formal employment, they can be able to build or buy houses for themselves.

#### *5.3.5. Illegal occupation of land/ Land grab*

Illegal occupation of land is referred to as, taking land that is not occupied and building a house/ shack without the municipality's approval or without permission from the landowner (DOH 2003:04). During the fieldwork, it was discovered that most residents occupied land illegally. Illegal land occupation is because of lack of land. The people resorted to grabbing unoccupied private land without permission, because municipality denied them land.

This issue of land grabbing is not only experienced in Josefa, but it is also happening in surrounding areas, where the residents illegally occupy the land and build shacks/ houses to move away from backyard renting (Toulmin, 2009:25). Although the government effort to pass laws like expropriating of land without compensation, to allow people to get land that was taken away from them during Apartheid. This process has proven to be extremely slow, hence people started taking land that does not belong to them.

One of the respondents pointed out that, the main reason they do not have proper land is because most of the land is privately owned and neither the government nor the

community have a right to take it by force. Another participant indicated that, “the people who moved from their homes to occupy land illegally are immigrants who moved to South Africa without proper documents, leading to influx of shacks and illegal occupation of land in the area”. Due to high urbanisation and immigration, there has been an increase of housing demand and illegal occupation of land in areas of Soweto. The participants responses are clear that they are angry and the fact that they cannot get land to build houses has affected them immensely. Most of the responses indicate that they blame migration from people who move from other countries to South Africa accusing them of taking their land. Although apartheid is the main contributor to poor housing, most respondents also blame high migration.

The main concern raised by the Councillor was that, people need land to build shacks and he deemed that as not a solution to addressing housing issues in the area of Josefa. He emphasised that the community has lost faith in government and the municipality and end up protesting. However, these community protests in some instances result in damage to public properties such as schools and clinics. Furthermore, illegal occupation of land result in problems such as poor sanitation; high pollution; and illegal connection of electricity. Such problems affect the health of residents, since the lives of people and children are endangered due to lack of proper hygiene. Again, the shacks people live in, are not safe, because the fire can easily spread from one shack to another. As a result of overcrowding, when people try to access public services such as in clinics, they do not get help due to high number of people demanding medical care, more than the clinic can provide.

<b>Characteristics</b>	<b>Description</b>
Gender	The gender of the respondents was both male and female.
Age	The age of the respondents was between 25 – 55 years old.
Education level	The highest level of education completed by the respondents is primary school, high school and university.
Employment status	Three respondents are formally employed and three are self-employed.

Characteristics	Description
Housing situation	The respondent's interviewed own houses built by the apartheid government, some rent the backyard shacks and rooms, lately some live in shacks in areas of land occupied illegally.
Location	The location of the respondents is rural township
Duration of residence	The length of time the respondents lived in the area is between 10 to 40 years.
Household size	The number of people living in the respondent's homes is between 5 to 9 in one residence.
Access to basic services	All the respondents receive access to basic services such as water, electricity, and sanitation
Housing challenges	Some of the respondent's perceptions on the housing challenges facing their community includes concerns about the limited availability of housing in their community, which makes it difficult to find suitable housing options. Quality of housing in their community, including issues such as maintenance, safety, and cleanliness. Issues of availability of land in the area constituting to people occupying land illegally.
Suggestions for improvement	The respondent's suggestions on how to address the housing challenges in their community is that the government need to build affordable houses to allow community members to have access to low-cost housing. This could be a good strategy to help eliminate the issue of housing in Josefa which requires the municipality and the community to find a better way that can work for majority of people in the community. The municipality can also benefit from as they will cut the costs, if they do not have to pay for the full costs of the house.

**Table 1.2. Table summarising characteristics of respondents interviewed.**



## **5.4 The official stance on housing**

### *5.4.1 Housing supply strategy*

It is the responsibility of the national government to provide local municipalities enough budget to ensure that services are delivered effectively to communities. In addition, it is the municipality's responsibility to come up with strategies that prioritise provision of housing and other services to communities that were victim of forceful removal during the Apartheid.

During the visit to the CoJ offices, five officials from DHS were supposed to be interviewed, but only three availed themselves to take part in the study. The officials who were interviewed included: the Administrator; Municipality Manager; and DHS Assistant Manager. They were asked about strategies in place to provide improved housing allocation for people of Josefa and other communities under their municipality. During the interview, the Assistant Manager indicated that there is a need to build houses to people as it is within the community's right to receive proper housing. She acknowledged that the municipality lacks enough budget to cover all the services needed by the community members such as housing provision.

The municipality manager alluded on the issue of budget not being available to build houses for all the residents in the municipality. The main challenge or concern affecting service delivery is the issue of land, of which most of it is privately owned and expensive for the municipality to purchase. Another issue stated was that, "sometimes when the municipality prioritises certain area of Soweto like Josefa to provide improved service delivery, the residents tend to steal or vandalise the equipment meant for building houses and roads, thus affecting progress".

Department of Human Settlement (DHS) officials indicated how the population rate keeps on rising due to high urbanisation and migration, thus making it impossible to register all people and issue them with title deeds. The other reason is that, when the department start issuing new houses, people call their family members from outside Gauteng to come and register for houses. This affects those who lived in Soweto, Josefa who never owned a house and have been in a system for a long time.

#### *5.4.2 Challenges experienced in addressing housing crisis*

One of the challenges identified by most officials was lack of land. “Land issues are problematic in our country and as a municipality, bulk of the land is privately owned, and cannot be given to people to occupy. Land owned by the municipality is rented to business for the municipality to generate income”. The housing strategy implemented by the IDP 2018/2019 (2018:59) state that, in the next ten years the CoJ plans to refurbish informal settlements and reduce the housing demand. This was supported by one official who stated during the interview that, “steps are taken to use the housing budget efficiently and the municipality is also expanding efforts to identify new sources of funding for adequate housing provision for the people of Soweto”.

Financial challenges according to the municipality officials, seem to be a hindrance towards ensuring that the old houses that were given to people during Apartheid are refurbished. Every year the Minister of Finance allocates more budget to municipalities for provision of basic services. However, according to (news24, 2022: n.d), high corruption rate in most municipalities, appear to be the main contributor to these financial challenges. When asked about corruption, the officials did not give straightforward answers. Instead, they referred the interviewer to the website for more information on progress, plans, and strategies that are in place to provide improved services to communities. This shows how official do not want to discuss about the backlog faced by communities but, refer the researcher to their websites where they most upload positive information about the state of service delivery in communities.

#### *5.4.3. Relationships between the municipality and community members*

Housing crisis is a huge challenge, which requires the municipality to work with relevant stakeholders. During the study, the researcher discovered that there is no alignment of project between the municipality and housing departments. The projects from sector departments are not addressing the community needs as reflected in the IDP document. Meaning that, during strategic planning both the DOH and CoJ municipality do not align their plans to ensure that their priorities focus on service delivery improvement. “The key outcomes of aligned strategies and community involvement is to increase quality supply of housing, facilitate transformation, and address the historical legacy of landlessness in rural communities, including Josefa area” (IDP, 2018:85) The positive relationship between departments and the municipality, improves investors’ confidence.

This will in turn ensure that investors avail themselves to create jobs opportunities in communities, so that people can be employed and then be able to buy own houses.

Despite all the controversies with regards to the relationship between department and municipality, the municipality officials indicated they engage with various sector departments and other stakeholders when providing housing services. To further improve services, the municipality official mentioned that they usually convene community consultative meetings at the end of each budget year, to get the residents' views prior to development of their strategic plan. In addition, the municipality also consults with various departments and other stakeholders to align their strategies in order to address housing service delivery.

#### *5.4.4. Budget allocation for housing*

According to the Draft Medium-Term Budget (DMTB) by the CoJ (2020:133), an amount of R303 million is allocated for housing service delivery every year. This budget is intended to facilitate restructuring and increase of delivery of housing. The municipality receives budget from the government. However, it is not enough looking at the backlogs experienced by most communities. Additionally, part of the budget is misused by the municipality officials. One of the officials said, "unless steps are taken to use the budget efficiently and increase efforts to identify new sources of funding, it will be difficult to provide access to housing". The municipality is responsible on using the fund allocated accordingly and it is not the responsibility of the communities to keep on asking for better services. If the funds are used effectively and appropriately, there is a great chance of supplying adequate housing to all the community members of Soweto including Josefa.

#### *5.4.5. Initiatives taken to address the housing crisis.*

The official from the Department of Human Settlements revealed that it is crucial to have initiatives that will facilitate easy access to housing for residents in Josefa and other Soweto communities. One official stated that, "there is a need to fast-track initiatives that will make CoJ facilitates housing access services quickly and equally." This clearly means that the local government needs to react smarter and quicker to eliminate housing problem as this affect the development of communities. There are also projects that are run by the municipality to provide land and build sufficient houses for people.

The municipality officials also outlined that they were planning initiatives that will assist in increasing housing supply. One of these initiatives is acquiring land that is unoccupied at no cost and give it to people. The said programme aims to make measurable and sustainable improvements in housing supply and demand as well as overcoming the legacy of Apartheid. Department administrator indicated that “they recognise that in order to successfully improve health issues in township areas, programs must be comprehensive, targeting both direct and indirect causes of poor access to housing and poor health”. Therefore, it is vital for the municipalities to take action to improve the well-being of community members.

Furthermore, according to the Local Government: Municipal System Act 32 of 2000 (Government Gazette, 2000:25), it is the responsibility of local government to provide access to basic services. In relation to this, the local government promises or rather plan to reconstruct poor townships and provide quality services. During field work, the researcher discovered that the community has taken steps of rebuilding backyard shacks by constructing small rooms. This will reduce overcrowding, whilst keeping people safe from disasters such as rain and fire.

## **5.5. Conclusion**

It is worth noting that, this chapter highlighted some of the challenges faced by the residents of Josefa and the officials from various departments. Furthermore, the study identified that there is continued failure of housing supply as well as meeting the demands of people at basic service provision level. In this regard, the CoJ municipality still needs to improve access to quality housing services and improved provision of basic services such as water, electricity, and sanitation to promote safety and hygiene for community members. Lack of access to land is one of the greatest barriers to housing provision. If people are provided land and employment, they will be able to build their own houses.

## CHAPTER 6

### 6. SUMMARY, CONCLUSION, AND RECOMMENDATIONS

#### 6.1. Introduction

This chapter focuses on the findings and discusses how they answer the main research questions and are linked to the literature review. It attempts to interpret how the findings contribute to attainment of the research objectives. The development of basic infrastructure is a physical asset available to communities to help people to meet their basic needs and to be more productive (Serrat, 2008:2). The study firstly seeks to; identify reasons why Josefa area has been overlooked for a long time in terms of providing access to housing. Secondly, it examined the effects of lack of housing on the residents and community. Lastly, the study described some of the initiatives which the local municipality has been undertaking in terms of supplying housing.

#### 6.2. Overview of the findings

Josefa is one of the areas in Soweto which has many of its residents living in backyard shacks as the primary housing. It is worrying that the area of Josefa has been overlooked by the CoJ municipality on housing service provision. Although concerns are raised during community meetings, the community is of the view that no action is being taken to address the crisis. Even of more concern is that there seems to be no clear communication between the councillor, the residents and the municipality.

In light of the foregoing, Josefa falls amongst the least developed areas in Soweto, with high rate of illegal occupation of land. This makes it hard for the local government to provide services to meet the community's needs. High corruption in the municipality, is a major issue contributing to the community being overlooked. The officials from the municipality reported that they are taking steps of addressing the challenges that the local residents face. The plans are contained in the IDP (2018/2019), developed by the municipality. The IDP outlines projects for the next five coming years (Strategic planning).

The views of the residents were that, it is meaningless to have plans in the IDP, because they are not implemented. The municipality must address service delivery challenges in communities to improve the well-being of the residents.

There is currently high number of people illegally occupying land in most communities of Soweto. This has resulted in poor development of those communities. It is estimated that there is 30% of the people in the community of Soweto, who illegally occupied land (StatsSa, 2019: n.d). The residents have resorted to building shacks illegally, because people are unemployed and cannot afford to pay rent or buy their own houses. Of concern is that, illegal occupation of land and living in backyard shacks, lead to problems such as: overcrowding; poor access to services such as health care; and increased pollution; amongst others. Going further, the risk of clustered shacks is fire, when one shack catches fire, it easily and quickly spread to other nearby shacks. Lastly, people tend to throw trash all over the place and this environmental health hazard badly affect the health residents, in particular children and people with terminal illness.

It is through the municipality that residents should gain access to land and build houses. However, most of the residents claimed that they have been promised houses by the local government, since the dawn of democracy in 1994. This does not only violate their rights as citizens, but it is also against the Constitution and violates the National Housing Policy. Basically, the residents are deprived of their right to housing.

In some instances, the budget meant for building housing for people is diverted to other priorities, leaving the municipality unable to maintain the houses built by Apartheid government. According to the municipal officials, they are unable to meet housing needs of Josefa community, due to high population demand. Financial constraints make it difficult to cover all community needs and if they were to meet all needs of the community, the municipality will be bankrupt.

However, at the moment the municipality has not yet implemented the pressing on-going demand for houses. Instead, problems keep on piling and at the end of the day communities are the ones that are affected mostly. When the communities are not given the acceptable level of service as expected, they become dissatisfied and resort to protests (Booyse, 2007:33). Problems such as illegal occupation land and vandalism results in poor cost recovery. The municipality must do better to stick to their plan of providing housing services in an efficient, effective, affordable, and sustainable manner. Since the local government is given a budget every year to offer services to local communities, the funds must be used to fix and maintain the infrastructure. This is important, because the effects of lack of housing have negative impact on the residents,

hence homelessness has become a challenge, and negatively affect the overall development of the country.

South Africa is known as a developing country, in other words the country needs to provide improved services to the citizens in order to sustain its development status in comparison to other countries. However, by the looking at the current pace of development, in the coming years, the country may lose its status. For example, there are currently health issues that are caused by overpopulation; pollution concerns; high unemployment rate etc. During fieldwork, it was revealed that, people already gave up the hope of depending on the municipality and the government to bring change. Six of the residents indicated that they are now waiting for their children to find decent work to be able to provide for them and buy them a place to live. Lack of proper houses makes it hard for people to cope and the municipality is doing nothing to improve the situation.

### **6.3. Recommendations**

The research questions have been answered adequately in this study. In relation to the objectives of the study which were to: Identify the reason why Josefa and other Soweto area have been overlooked, in terms of providing proper houses. The researcher uncovered that the reasons behind the area of Josefa to be overlooked for a long time is because the municipality does not allocate enough funds to build proper houses for everyone. However, according to the constitution as indicated under literature review, the government must ensure that municipalities get enough budget to improve service delivery including building houses for poor people. In case of identifying the challenges posed by housing crisis in development of the community and the country. The research uncovered that people who live in shacks during raining seasons, the shacks are flooded and when one shack is on fire, it spreads to other shacks endangering the lives of people.

The research also uncovered that people who do not have places to live, start to occupy land illegally. To highlight the effects of poor housing supply; and specify what the municipality is doing to address the housing crisis. Health is the major concern due to the lack of proper housing. COVID-19 virus spreads easily when a lot of people occupy small space. The municipality also did not do much to change the conditions of housing in the areas of Josefa, this is due to high number of people moving from one their provinces to Gauteng seeking better lives. Most of the laws that were structured by the

Apartheid government have not changed making it hard for state to address most of the issues.

To address housing shortage and to ensure adequate and equal distribution housing, reduce illegal/ unauthorised occupation of land. The municipality need to align their strategies and do research on the needs of communities. Communities need to be given land to allow people to build their own houses instead of waiting for the government to do so. This will ensure that every household in Josefa receives land, which they can use to build proper housing. This will help improve housing services, whilst contributing to overcoming the legacies of Apartheid.

Communities can adapt Mtshini Wam community initiative in cape town by building shack far apart to avoid the spread of fire when one shack catches fire. A lot of communities can adopt this initiative to reduce the danger caused by spread of fire. Housing microfinance can also be a way of reducing housing issues. This is done by allowing low-income households to be able to rent houses and pay less rent. This will allow poor households to be able to afford to buy houses for themselves and not rely on the government/municipality to build houses for them. The government prioritise service delivery issues that affects a lot of communities especially housing issues. This will help to address the issues communities face on time.

There is also a need for better communication from the municipality to the community during meetings. The officials from the municipality felt that there is a need for community members to inform the municipality of any challenges they are facing. This will allow the municipality to assist the communities, based on the needs they presented. The municipality also need to use the budget allocated for housing to build houses. The municipality need to cut the costs where necessary to provide improved services in townships. This will contribute to fulfilment of the promise made after the country gained democracy in 1994.



#### **6.4. Conclusion**

The study explored the challenges that contribute to poor housing delivery, in Soweto, Josefa area. Access to service delivery, in particular housing, seems to contribute positively to meeting physical and human needs. Of importance is that, there is a need to couple housing service provision with provision of other basic essential services such as access water; electricity; and proper sanitation. Meeting these needs result in better health and well-being and improved quality of life for the communities.

Basic service delivery is not a privilege than can be bought. It must therefore be easy for those without means to enjoy these rights to access to public services. In addition, as urban communities are greatly reliant on financial resources. The policy makers are as a result, encouraged to endorse and involve poor communities in implementing programmes that would improve their household incomes, including ensuring access adequate housing, as provided for in Section 26 [3] of the Constitution of South Africa. The national government and local government represented by the municipalities, must therefore, also provide for housing needs.

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## **APPENDIX A: ETHICAL CLEARANCE**

Masters research project, Department of Development Studies

### **A. DETAILS OF THE RESEARCHER:**

A1. Student's full names and student number:

**Ntsako Tshungu 59806117**

A2. Title of the proposed study:

**Exploring the effects of housing crisis in developing rural townships: Case of Josefa rural township in Soweto, South Africa**

A3. Supervisor's name:

**Dr R. Bernice Hlagala**

### **B. DETAILS OF THE RESEARCH PROPOSAL**

B1. Brief description of the study problem:

**Investigation of the reasons behind poor progress in addressing the housing crisis in Josefa rural township and how that crisis has impacted on the residents and development of the rural townships. Since 1994 when the country achieved democracy, people were promised that there will be a change ranging from equality to reasonable access to resources including shelter.**

B2. Research objectives:

**The objectives of the study are to:**

- (i) Identify the reason why Josefa and other Soweto area have been overlooked, in terms of providing proper houses;**
- (ii) Identify the challenges posed by housing crisis poses on development of the community and the country;**

- (iii) **Highlight the effects of poor housing supply; and specify what the municipality is doing to address the housing crisis.**
- (iv) **Address housing shortage and to ensure adequate and equal distribution housing, reduce illegal/ unauthorised occupation of land.**

B3. Study population and sample:

**The target population for this study was community members from the rural community of Josefa who are mostly affected by lack of housing and those who are renting the backyard shacks. These are residences who been living in Josefa area.**

B4. Data collection method(s) and procedure:

**Data collection plan included review of secondary documents and in-depth interviews. Hence, data was collected through secondary documents, in-depth interviews, and observation.**

B5. What is the age range of potential participants for the proposed study?

**Participant between 18 and 60 years will be the target. Minors under 18 will not be part of the study.**

B5.1 if the potential participants are 18 years and older, is the participants' informed.

consent form attached?

**YES**    **NO**

Please note that research with participants younger than 18 years is not permitted for the research project.

B5.2 What are the risks posed by the proposed study? (Please consider any discomfort, pain/physical or psychological problems/side-effects, persecution, stigmatisation, or negative labelling)?

**There will no risks which this research will inflict on participants or whatsoever.**

B5.3 What are the steps that would be taken in case of adverse events or when injury or harm is experienced by participants attributable to their participation in the proposed study?

**The right people such as community leaders and authorities will be contacted to direct steps on what to do in cases of such events.**

B5.4 Describe compensation including reimbursements, gifts or services to be Provided to participants (if applicable) (Will there be any incentives to be given to potential participants for participation in this proposed study?)

**There is no any form of compensation or incentive provided for being part of this study.**

C. CANDIDATE'S STATEMENT AGREEING TO COMPLY WITH ETHICAL PRINCIPLES SET OUT IN UNISA POLICY ON RESEARCH ETHICS.

I, **Ntsako Tshungu**, declare that I have read the policy for research ethics of UNISA. I shall carry out the study in strict accordance with the ethics policy of UNISA. I shall maintain the confidentiality of all data collected from or about the research participants. I shall maintain security procedures for protection of privacy. I shall record the way in which ethical guidelines have been implemented in this research. I shall work in close collaboration with my Supervisor and shall notify her in writing immediately, if any adverse event occurs or when injury or harm is experienced by the participants attributable to their participation in the study.

D. SIGNATURES

I. Student's Signature:



Date:

**14 June 2022**

II. Supervisor's Signature:





## APPENDIX B: PERMISSION LETTER

14 June 2022

The Manager  
Govan Mbeki House  
Department of Human Settlement  
Johannesburg

Dear Sir/ Madam

### **REQUEST FOR PERMISSION TO CONDUCT THE STUDY ON “EXPLORING THE EFFECTS OF HOUSING CRISIS IN DEVELOPING RURAL TOWNSHIPS: CASE OF JOSEFA RURAL TOWNSHIP IN SOWETO, SOUTH AFRICA”**

My name is **Ntsako Tshungu**. I am a Master’s Degree student at the University of South Africa, doing research under the supervision of **Dr R. Bernice Hlagala**, a staff member in the Department of Development Studies. I am conducting this research to explore the housing crisis in Josefa rural community.

This study is expected to collect important information to inform recommended measures to address the identified challenges. The study will also look at the challenges that affect progress with regard to the building of houses in the areas of Josefa. It will also highlight the impact of these challenges on residents; specify how all these hinder rural developments; and then recommend measures to address the identified challenges.

Your department has been selected to be part of this study, because its mandate is to promote economic development through infrastructure development inclusive of building houses. You are kindly requested to provide permission to conduct research, targeting the officials in your department. Taking into account Covid-19 restrictions, there will be no face-to-face interviews. Instead, telephone interviews will be conducted. If permission is given, I will appreciate to also get the contact details of relevant officials (i.e., telephones and email addresses) for the researcher to contact them to obtain their consent to participate in this study.

There is no anticipated harm or injury or potential risks for participating in the study. However, if that can occur, the right people such as authorities in the department as well as my supervisor will be contacted for guidance on what to do in such a case.

Please be informed that feedback will be communicated to you when the study is completed.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Ntsako Tshungu', written over a horizontal line.

Ntsako Tshungu

Researcher

**APPENDIX C: CONSENT TO PARTICIPATE IN THIS STUDY**

I, \_\_\_\_\_ (Respondent name), confirm that the person asking my consent to take part in this research, has told me about the nature, procedure, potential benefits, and anticipated inconvenience of participation.

I have read (or had explained to me) and understood the study as explained in the information sheet.

I have had sufficient opportunity to ask questions and I am prepared to participate in the study.

I understand that my participation is voluntary and that I am free to withdraw at any time without penalty.

I am aware that the results from this study will be processed into a research report, journal publications and/ or conference proceedings, but that my participation will be kept confidential unless otherwise specified.

I agree/ do not agree to be recorded during the interview. I have received a signed copy of this informed consent form.

Respondent's Name & Surname.....

Respondent's Signature.....Date.....

**Researcher:** I have explained this study to the best of my ability. I invited questions from the respondent. I believe that the respondent fully understands what is involved in the study; any potential risks of the study; and that he or she has freely chosen to be in the study. I will adhere to confidentiality and will have the interview in a private and confidential setting.

Researcher's Name & Surname: **Ntsako Tshungu**

Researcher's Signature 

Date 14 June 2022

## **APPENDIX D: RESPONDENT INFORMATION SHEET**

Title: Exploring the effects of housing crisis in developing rural townships: Case of Josefa rural township in Soweto, South Africa

**Dear Prospective Respondent**

My name is Ntsako Tshungu. I am conducting a research under the supervision of Dr R. Bernice Hlagala, a staff member in the Department of Development Studies. The research forms part of a Masters Degree at the University of South Africa. I am inviting you to participate in the study titled: **“Exploring the effects of housing crisis in developing rural townships: Josefa case.”**

### **THE PURPOSE OF THE STUDY**

The study is intended to find out about the challenges of housing crisis and the effects these have on the residents of Josefa rural community. The researcher will collect data to inform the recommended measures to address the identified challenges.

### **WHY ARE YOU INVITED TO PARTICIPATE?**

The reason you have been selected as a research respondent is that, you have been a resident of Josefa community for a long time. Therefore, you have knowledge about the history of this community. This is important for this study, as it seeks to get information about the community including the challenges that have been experienced over time and how they have been addressed.

There are 30 respondents targeted to be part of this study. I obtained your contact details as one of the targeted respondents from the ward Councillor.

### **WHAT IS THE NATURE OF YOUR PARTICIPATION IN THIS STUDY?**

Please note that currently, face-to-face data collection is not permissible due to COVID-19 restrictions. Therefore, data would be collected by telephone or video call or through emailed questionnaire. It would take about 15 to 20 minutes to complete the interview. If you agree to a telephonic or video call, I will e-mail you the set of questions to your e-mail address before the interview date.

### **CAN YOU WITHDRAW FROM THIS STUDY EVEN AFTER HAVING AGREED TO PARTICIPATE?**

Please note that participation in this study is voluntary and that there is no penalty or loss of benefit for non-participation. You are under no obligation to consent to participation. If you decide to take part, kindly complete the details on the consent form in the next page. You are free to withdraw at any time and without giving a reason. You can ask me to withdraw or exclude your answers, but this must happen on or before 30 October 2022. Also note that, I will process all transcribed taped interview data in a protected and confidential manner.

### **WHAT ARE THE POTENTIAL BENEFITS OF TAKING PART IN THIS STUDY?**

There are no benefits for participation, beyond adding to the body of scientific knowledge on this topic.

### **ARE THERE ANY NEGATIVE CONSEQUENCES FOR YOU IF YOU PARTICIPATE IN THE RESEARCH PROJECT?**

There is no anticipated harm or injury for participating in this study. However, if that can occur, the right people such as community leader/s and authorities as well as my Supervisor, will be contacted for guidance on what to do.

### **WILL THE INFORMATION THAT YOU CONVEY TO THE RESEARCHER AND YOUR IDENTITY BE KEPT CONFIDENTIAL?**

You have the right to insist that your name should not be recorded anywhere and that no one, apart from the researcher, should know about your involvement in this research. Your recorded data will be assigned a code or a pseudonym and you will be referred to in this way in the data, any publications, or anywhere where research results are reported, including in conference proceedings.

The researcher and Supervisor are the only ones who will have access to the raw (unprocessed) data. No one outside of the study will have access to records or data which identify you, without your prior written permission. A report of the study would be submitted for publication, but individual respondents will not be identifiable in such a report.

### **HOW WILL THE RESEARCHER(S) PROTECT THE SECURITY OF DATA?**

Hard copies of your answers/ responses will be stored by the researcher for a period of five years in a locked cupboard/ filing cabinet in Mamelodi, Pretoria for future research or academic purposes. Electronic information will be stored as password protected files on a password protected computer. Consent forms will be stored separately from the data. Any future use of the stored data will be subject to further Research Ethics Review and approval if applicable.

Hard copy documentation of the data obtained will be shredded when the degree is completed. Electronic copies of data will be permanently deleted from the hard drive of the computer.

**WILL YOU RECEIVE PAYMENT OR ANY INCENTIVES FOR PARTICIPATING IN THIS STUDY?**

There is no payment or reward offered, financial or otherwise.

**HAS THE STUDY RECEIVED ETHICS APPROVAL?**

This study has received written approval from the Research Ethics Review Committee of the Department of Development Studies at the University of South Africa. A copy of the approval letter can be obtained from the researcher on request.

**HOW WILL I BE INFORMED OF THE FINDINGS/ RESULTS OF THE RESEARCH?**

If you would like to be informed about the final research findings or any aspect of this study, please contact **Mr Ntsako Tshungu** on 0846503035 or at Email: [tshungun@gmail.com](mailto:tshungun@gmail.com). The findings are accessible for 1 year.

Should you have concerns about the way in which the research has been conducted, you may contact my Supervisor, **Dr R. Bernice Hlagala** at Email: [bernirama@gmail.com](mailto:bernirama@gmail.com); Cell: 0793711912. Alternatively, contact the Research Ethics Chairperson of the Department of Development Studies, **Dr Aneesah Khan** at Email: [khana@unisa.ac.za](mailto:khana@unisa.ac.za); Tel: (012) 4293111.

Thank you for taking time to read this information sheet and for participating in this study.

NTSAKO TSHUNGU, Researcher



**APPENDIX E: INTERVIEW SCHEDULE FOR RESIDENCE OF JOSEFA**

**Instructions:** This interview schedule comprises of two (2) sections. **Section A** looks at your personal details and **Section B** focuses on experience of housing issues faced by the community of Josefa. The scheduled time for this interview is 30 minutes.

Section A	Personal Information
Age	
Gender	
Number of years residing in Josefa	

1. How many members are in your household?


**Section B**

2. Do you have access to free basic housing as promised by the government?

YES	NO
-----	----

3. If answered no above, describe how poor access to housing affects you?


4. Do you have any challenges in terms of housing service provision in the community?

YES	NO
-----	----

5. If Yes, explain what kind of housing (RDP or Renting) are you living in?


6. What are the effects of living in the kind of housing you provided above in question (5)?


7. Mention the steps you have taken as the community to address the challenges of housing provision?


8. How often do you hold community meetings to talk about service delivery issues and poor housing provision?


9. What do you think or wish can be done to improve housing provision in Josefa area?




10. Do you think the strategies applied by the government are effective in addressing the housing issues in your community?

<b>YES</b>	<b>NO</b>

10.1. If No, what do you think the government should do to increase the housing provision? (not only in your community, but to all South African communities experiencing similar issues).


## INTERVIEW SCHEDULE FOR MUNICIPAL OFFICIALS

**Instructions:** This interview schedule comprises of two (2) sections. **Section A** looks at your personal details and **Section B** deals housing provision in the community of Josefa. The scheduled time to complete for this interview is 25 minutes.

Section A	Personal Information
Age	
Gender	
Position	
How long have you worked in the municipality?	
What division are you employed in?	

**Section B: Indicate if Yes or No by placing an X to the box provided and Justify your answers on a space provided.**

1. What strategies are applied by the municipality to provide adequate housing to the residents of Josefa?


2. What are the terms and conditions for housing provision to communities in your municipality?


3. How long is the municipality taking assess the housing conditions in rural communities and do something to change the situation?


4. Is provision of housing adequate?

YES	NO
-----	----

5. If No, list the challenges that are faced by the municipality in this regard?


6. How do you suggest that each of the specified challenges should be addressed?


7. Are there any complaints from the community members with regard to housing provision?

YES	NO
-----	----

8. If yes:

(a) how often does your municipality receive complaints?


(b) what are the type of housing complaints that are mostly mentioned by the community members.


(c) do you respond to issues raised by communities?

<b>YES</b>	<b>NO</b>
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(d) If yes, what is the minimum response time/ period of addressing such issues?


.....**Thank you for taking part in this study**.....

## APPENDIX F: RESEARCHER ACKNOWLEDGEMENT

I **Ntsako Tshungu**, ID number **9401195774089**, hereby, in my personal capacity as the Researcher, acknowledge that I am aware of and familiar with the stipulations and contents of the

- Unisa Research Policy
- Unisa Ethics Policy
- Unisa IP Policy
- SOP for Risk Assessment

And that, I shall conform to and abide by these policy requirements.

***I furthermore declare that I did not plagiarise. I have referenced all material used in the research proposal.***

A handwritten signature in black ink, appearing to read 'Ntsako Tshungu', is written over a horizontal line.

SIGNED:

Date: 14 June 2022