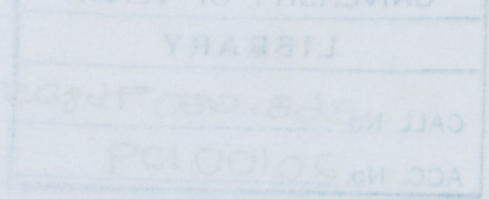




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Dedication

I dedicate the contents of this study to my mother, Bule, my brother, Lawrence, my sister, Phisofo, and my children, Phisofo, Phisofo and Phisofo. I pray that you will find the strength and courage you need to reach heights that you have never dreamed of.

**CHALLENGES FACING LOCAL GOVERNMENT IN THE DELIVERY OF HOUSING: A CASE OF THULAMELA LOCAL MUNICIPALITY**

BY

**RAMULONGO M.J.**

TO BE SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF A MASTERS DEGREE IN PUBLIC MANAGEMENT IN THE SCHOOL OF MANAGEMENT SCIENCES

OLIVER REGINALD TAMBO INSTITUTE OF GOVERNANCE AND POLICY STUDIES

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SUPERVISOR: Prof M.P. KHWASHABA



## Dedication

I dedicate the outcomes of this study to my mother, Elsie, my brothers, Lawrence, Cyril, Chris, Vhutshilo, and my Children: Rembu, Sedzani and daughter Fhatani. May God give you strength and motivate you to reach higher level than what I have achieved so far.

To my supervisor Prof. Khwashaba, Thulamela Local Municipality and colleagues  
To my friends, this is the end product. May you use this to be encouraged to pursue your careers. Through this programme with your much support and patience every time I needed assistance from you.

I love you all

May God increase your days!!

## Acknowledgements

To Almighty God, I wouldn't have been so courageous to engage on this product, if it was not for your guidance. Your grace, power and mercy have been with me throughout.

All the reference acknowledging the work of other authors and researchers has  
To my supervisor Prof. Khwashaba, Thulamela Local Municipality and colleagues in this programme, your support has been as meaningful and ever-growing everyday. I went through this programme with your much support and patience every time I needed assistance from you.

Mbulaheni Julian Ramulongo  
May God increase your days!!

## Declaration

I, Mbulaheni Julian Ramulongo, hereby declare that this thesis is my product and any work that may have been used in the study has been duly acknowledged.

All the reference acknowledging the work of other authors and researchers has been included in the study.

---

Mbulaheni Julian Ramulongo

## Abstract

**Aims of the study** – The aim of this study was to investigate the challenges confronting local government in the provision of social housing for its citizens with specific focus to a local municipality.

**Findings of the study** – The following are the findings for this study: lack of capacity building workshops, lack of inclusive structures covering an array of stakeholders, lack of decentralized funding system for housing, lack of capacity building programmes and financial support for contractors, prevalent corruption between officials of the department of local government and housing, and contractors; and lack of proper formal institutional arrangement to involve community members in the allocation of housing.

**Research Methodology and procedures** – This research used a combination of qualitative and quantitative research methodology. The two approaches had significant influence on the selection of sampling, data collection tool, and data analysis method.

**Recommendations** – This study identified some challenges existent in the entire social housing process, and had made the following recommendations:

- ✓ A need for broad and inclusive workshop to enhance capacity of participants in the housing process to play a meaningful role in the housing process as well as broadening participatory structures to be as inclusive as possible,
- ✓ Ensuring that structures in place are realigned to involve members of the community in the process of allocating houses to the needy are representative and inclusive
- ✓ Establishing a decentralized housing funding process to capacitate local municipalities to implement housing, in order to avoid this centralized process from derailing progress in the housing fraternity, develop and implement capacity building programmes to curb incapacity on contractors
- ✓ Putting in place the necessary financial support system for contractors, to supplement contractors efforts to raise capital for project implementation
- ✓ Putting mechanisms in place to curb corruption between officials of the department of Local Government and Housing, and contractors
- ✓ Putting mechanisms in place to provide for formal inclusion of community members to participate in the housing allocation process

**Conclusion** – This study is not conclusive in nature, and thus marks a contribution in knowledge management and preservation. While this study makes recommendations drawn from the findings, it is required that further in-depth studies be done on areas identified in the findings to help in giving impetus to a holistic approach aimed at improving and capacitating government's capability to deliver social housing.

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Appendix 1

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## 1.2 STATEMENT OF PROBLEM CHAPTER 1

According to Beall (200: 392) Social housing is an integral part of service

### BACKGROUND TO THE STUDY

There is an overwhelming experience around the world, more especially by developing countries, to provide to its citizens. There is an overwhelming experience around the world, more especially by developing countries, to provide to its citizens. There is an overwhelming experience around the world, more especially by developing countries, to provide to its citizens. There is an overwhelming experience around the world, more especially by developing countries, to provide to its citizens.

### 1.1 INTRODUCTION

In terms of section 26 (1) of the Republic of South African Constitution (1996), everyone has the right to have access to adequate social housing; section 26 (2) states that the state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realization of this right and section 26 (3) provides 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 circumstances.

While the state has a constitutional obligation to provide social housing for majority of its citizenry, these houses are as provided in section 26 (1) of the Republic of South African Constitution (1996), required to be adequate.

Provision of social housing for citizens in South Africa, as stipulated in schedule 4, part A of the Republic of South African Constitution (1996) is a functional area of concurrent national and provincial legislative competence. However, the jurisdiction of providing social housing for majority of South African occurs within municipalities, and as such the onus lies with such respective municipalities, in interaction with the national and provincial governments, to provide social housing to these citizens.

This study seeks to investigate challenges faced by municipalities in the course of providing social housing to its citizens.

## 1.2 STATEMENT OF PROBLEMS

According to Beall (200: 392) Social housing is an integral part of service competency that government seeks to provide to its citizens. There is an overwhelming experience around the world, more especially by developing countries, that government is compelled to establish large scale programme to deal with the social housing backlog. Addressing social housing backlog is not a smooth process on its own, because it thus, as a process has its own problems that have hampered government's ability to provide social housing generally.

Social housing in general is confronted by a number of challenges ranging from:

- ✓ Transformation of a complicated bureaucratic, administrative, financial and institutional framework
- ✓ Lack of enough capital allocations to cater for demands of social housing across the board
- ✓ Huge social housing waiting lists, that make it difficult for government to cater due to limited resource
- ✓ Complications raised by conflicting interests on stakeholders involved in the disbursement

It is the intention of this study to investigate the entire process leading to social housing delivery within local government in relation to: (a) identification of social housing need, (b) informing the budget process, (c) the constitution process and community involvement strategy, (d) criteria of allocation of houses to locals, (e) monitoring of the allocation process, (f) the construction process and finally (g) addressing challenges of conflicting interests of leading partners in the allocation of houses.

This study is an endeavor to investigate the challenges that face local government in its provision of social housing to majority of citizens within its locality, and is as such an endeavor to provide some suggestions that will enable local government to provide social housing in a cost effective and efficient manner beyond individual challenges.

The study seeks to answer the following questions:

### 1.3 AIM AND OBJECTIVES OF THE RESEARCH

✓ How does the municipality identify the need for social housing?

The main aim of the researcher is to investigate the challenges that are facing local government in the provision of social housing for its citizens with specific focus to a local municipality. This study seeks to identify pitfalls that are existent in the entire social housing process, such that should these pitfalls exist, alternatives to the existing strategies and processes may be suggested. This study endeavors to attain the following objectives which are ultimately not separated from the goal stated above.

with entire budgeting process for social housing projects?

- ✓ To determine the effectiveness and efficiency of the process of identifying a need for social housing within local municipalities
- ✓ To determine the underlying process budget allocation to address social housing need, and the accompanying challenges
- ✓ To assess the underlying consultation process and community involvement strategy
- ✓ To assess the criteria involved for the allocation of houses to applicants as in the list
- ✓ To assess the monitoring process available for the entire social housing allocation process
- ✓ To assess measures put in place to address conflicting interests of individual leading partners in the social housing programme

## 1.4 RESEARCH QUESTIONS

According to Holloway (1997:138) a research question is a general question about the phenomenon under study and what a researcher wishes to learn and understand about it.

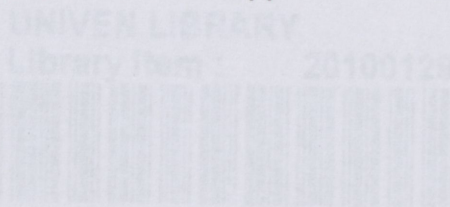
The study seeks to answer the following questions:

### 1.4.1 LOCAL GOVERNMENT

- ✓ How does the municipality identify the need for social housing?
- ✓ How transparent is the process?
- ✓ What does the allocations criteria use to arrive at a conclusion that specific chosen household are in need of social housing?
- ✓ Who funds the social housing process?
- ✓ Who determines the costs of the social housing requirements per specific project?
- ✓ Is the municipality in charge with entire budgeting process for social housing projects?
- ✓ How is the community involved in the entire social housing process?
- ✓ What criterion is in place to allocate houses to citizens?
- ✓ What informs priorities for allocating a house to a household?
- ✓ What measures exist to monitor allocation of social housing such that it becomes transparent and prioritize the needy?
- ✓ What measures exist to manage conflicting interest between leading partners in the social housing project (on allocation)?

### 1.5 DEFINITION OF TERMS

The following key definitions will be utilized in the study. The purpose is to allow readers of the research to understand the application of these used terms.



### 1.5.1 SOCIAL HOUSING

"Housing", refers to a variety process through which habitable, stable and sustainable public and private residential environments are created for viable households and communities. [South African White Paper on Housing, 1995: 21]

### 1.5.2 LOCAL GOVERNMENT

"Local government", refers to a country, municipal, and Quasi-Municipal Corporation and political subdivision and agencies of these corporation and subdivision that are authorized to contact separately.

[[www.dis.wa.gov/portfolio/definitions.htm](http://www.dis.wa.gov/portfolio/definitions.htm)]

### 1.5.3 PUBLIC SERVICE

"Public service", refers to the community service: a service that is performed for the benefit of the public or its institution or employment within a government system. (especially in the civil service) [[wordnet.princeton.edu/perl/webwn](http://wordnet.princeton.edu/perl/webwn)]

## 1.6 DELIMITATION OF THE STUDY

The main focus the study is on investigating the challenges that are confronting local government in the provision of housing. The study is restricted to management of social housing projects within a municipal from start to finish, in an endeavor to contribute towards a cost effective and efficient way of providing houses to the needy.

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## 1.7 RESEARCH METHODOLOGY

According to Holloway (1997: 138), research methodology involves research design, data collection and analyzing, and theorizing the social, ethical and political concerns of the social researcher. In this instance, questions are raised about actual societal problem which, the researcher will be confronted with during the investigations. Throughout this process, the researcher considers ways, in which techniques theories and processes are developed in order to collect, analyze and report data.

### 1.7.1 RESEARCH DESIGN

According to Welman, Kruger and Mitchell in research methodology, (2005: 52) a research design is the plan according to which we obtain research participants and collect information from them. It entails what we are going to do with the participants, with a view to reach conclusion about the research problem.

The research design therefore specifies:

- ✓ The number of groups that should be used
- ✓ How the groups will be drawn from the populations involved to participate in the research
- ✓ What should be done with the groups and how information shall be collected from them

The quantitative method of research shall be implemented in the study. According to Welman, Kruger and Mitchell in research methodology (2005: 78) Quantitative method of research makes use of statistical representation of data, from which it draws conclusion about the variable under study. This is achieved through the use of the variety of instruments, that have structured interview

questions or common pattern, standardized and qualified in a format that can be encoded in a system or a programme (SPSS), which produces a statistical version of the responds or information acquired and conclusion is then drawn making use of statistical information acquired.

### 1.7.2 POPULATION

According to Welman, Kruger and Mitchell in research methodology (2005: 52) the population is the study of object and consist of individuals, groups, organization, human products and events, and or conditions to which they are exposed. That is, a research problem relates to a specific population and the population encompasses the total collection of the units to analysis about which the researcher wishes to make specific conclusions.

This study will be conducted within Thulamela local municipality and as such focuses on councillors, municipality officials and selected stakeholders that include representatives of traditional councils, and civic organization.

This study seeks to, informed by the hypothesis, deal with the causal relationship that exists between the delivery of social housing and challenges resultant therefore from such processes utilized in the provision of such housing. That is, each member of the population, to be drawn into this study as a unit of analysis, has a score on each of the variables and research wishes to draw conclusions about the relationship between these two variables for the entire population.

Therefore, the population from which this study will draw its sample is composed of councillors, municipality officials, and stakeholders drawn from ward committees, royal councils and civic organization. The units of analysis for this study are councillors and civic organization within Thulamela local municipality.

### 1.7.3 SAMPLE METHODS

According to Welman, Kruger and Mitchell in research methodology (2005: 55), it is impractical and uneconomical to involve all the members of the population in a research project. Usually the populations that interests researchers to conduct a study are from a practical point of view, simply impossible to conduct research on all of them, due to the fact that, the research will be expensive and cumbersome to complete.

the probability that any element (unit of analysis) will

be included in a non-probability sample cannot be specified. That is, in some

According to Welman, Kruger and Mitchell in research methodology (2005: 55) consequently, with this reality, this study seeks to obtain data from a sample of the population it seeks to study, with a very limited number, well situated to draw information and conclusion from. A population identified above, councillors, municipality officials, and stakeholders drawn from ward committees, royal councils and civic organizations are in essence a group of potential participants to whom the results will be generalized in the course of the study. It is extremely important to ensure that for purposes of generalization, a representative sample is taken into board.

housing by local government; with specific reference to Thulamela Local Municipality)

That is, it is in the opinion of the researcher that a sample chosen in this regard has the exact same proportions as the population from which it is drawn, but in smaller numbers.

According to Mouton (1998: 45) data collection involves the gathering of

The sample for this study was as such drawn from proportions of the study population, in a representative manner, to ensure the balance of probability of the outcomes. This sample has been drawn from the municipality and areas that already has had social housing projects. Councillors, municipality officials, and stakeholders drawn from ward committees, royal councils and civic organization in the areas chosen were subjected to questions presented to them in the questionnaire.

1.7.4 SAMPLING METHODS or evaluated frameworks – should be clear and guide the questionnaire design process.

This study made use of non-probability sampling method in order to arrive at a sample that is well representative, rich of information relative to the phenomenon under study.

questionnaire has been piloted in order to ensure that they are valid and reliable

According to Welman, Kruger and Mitchell in research methodology (2005: 67) in non-probability sampling, the probability that any element (unit of analysis) will be included in a non-probability sample cannot be specified. That is, in some instances, certain members of the study population may have no chance at all of being included in such sample.

sample of 35 units of analysis was chosen to participate in this study.

Within non-probability sampling, this study utilized purposive sampling because it enabled the researcher to deliberately obtain data from units of analysis in such a manner that the sample was obtained is regarded as representative of the relevant population. The sample has been picked up due to it having experience of the phenomenon under study (an evaluation of the challenges facing the provision of social housing by local government: with specific reference to Thulamela Local Municipality)

1.7.6.1 GAINING CONSENT

#### 1.7.5 INSTRUMENTS OF DATA COLLECTION

According to Welman, Kruger and Mitchell (2005: 174), the researcher will

According to Mouton (1998: 45) data collection involves the gathering of information for a research project through a variety of data sources.

In this study, data has been gathered through the use of structured questionnaire (written questionnaire). According to Welman, Kruger and Mitchell in research methodology (2005: 174) the decision to conduct a questionnaire survey should itself be the culmination of careful process of thought and discussion, involving consideration of all possible techniques. The concepts and variables involved and the relationships being investigated – possibly in the form

### 1.7.6.2 LITERATURE REVIEW

According to Welman, Kruger and Mitchell (2005: 174), any research should be preceded by a thorough review of the literature to ensure, as far as possible, that the proposed research has not been already done elsewhere.

This research has as a matter of ethical consideration, contained literature review which reviewed previous work and research of other authors, as a way of assuring the validity of the research results or the research in its entirety as a product of the research and the researcher's initiative.

### 1.7.6.3 PLAGIARISM

According to Welman, Kruger and Mitchell (2005: 174), the use of other's data or ideas without due acknowledgement and permission where appropriate, is unethical.

### 1.7.6.4 FALSIFICATION OF RESULTS

According to Welman, Kruger and Mitchell (2005: 174), the falsification of research results or the misleading reporting of results is clearly unethical. It is as such, the duty of the researcher to ensure that the research results are presented as is obtained without being exaggerated or reduced of the meaning carried thereon.

The researcher has ensured that such issues as falsification of the results are foreign to this study.

### 1.7.7 DATA PRESENTATION, ANALYSIS AND INTERPRETATION

According to Holloway (1997: 43-44) data analysis means breaking down the data and searching for codes and categories, which are then reassembled to form themes. This involves ordering and organizing the collected material, re-reading the data, breaking the material into manageable sections, identifying and highlighting meaningful phrases, building, comparing and contrasting categories, looking for consistent pattern of meanings, searching for relationships and grouping categories or information together, interpreting and searching for meanings.

The approach as stated or defined by Holloway, has assisted the researcher in this study to attach quality meaningful to the data that has been collected – and therefore making recommendations – thereby rendering the whole dissertation valid and reliable as well as avoiding biasness.

After completion of the questionnaire by respondents, the data has been encoded into an SPSS programme for purpose of analysis and interpretation. The data was put into cross tabulations, which provided highlights of the frequency distribution of units of analysis's views about the challenges that are faced by local government in the provision of social housing services to people in its jurisdiction.

### 1.8 RESEARCH HYPOTHESIS

The hypothesis of this study is that:

- ✓ The capability of a municipality to deliver proper social housing to the needy are hindered by the allocation process

- ✓ Lack of resources affects the municipality's potential to deliver social housing to the needy
- ✓ Conflicting interests between leading stakeholders in the social housing process defeats the purpose of housing the needy

## 1.9 LIMITATIONS OF THE STUDY

Due to unavailability of resources to reach more areas that has had construction of social housing throughout the municipality, this research has been bound to restrict itself to enumerable areas identified as having had social housing construction project.

## 1.10 ORGANIZATION OF CHAPTERS

The dissertation presentation is organized into five chapters, as follows:

Chapter 1: introduction to the study

This is an introductory chapter, which outlines the purpose and the organization of the dissertation. Its main aim is to present the general orientation of the study; the research problem and the methodology on how to investigate and collect data. It also indicated the divisions of chapters in this whole study.

Chapter 2: Literature review

The main focus of this chapter is the review of the different literature, which provides the theoretical foundation of the empirical studies and/or documentation on challenges confronting local government in delivering of housing.

## Chapter 3: Research Methodology

This chapter mainly focuses on the implementation of the research methodology, research design, data collection, data capturing, interpretation and analysis.

## Chapter 4: Data presentation, analysis and interpretation

In chapter 4, the results of the investigation are presented, analyzed and compared to identify concurring and divergent views.

## Chapter 5: Findings, recommendation and conclusion

This chapter focuses on the recommendations and conclusions thus, constituting a brief summary of the whole study.

### **1.11 CONCLUSION**

The overall structure of the research as presented throughout this chapter, represent the overall plan which this study aims to pursue in order to respond to major questions raised about the phenomenon under study.

This is an endeavor to contribute to the knowledge base existing on improving the capacities of local government to deliver housing, through making suggestions that will eliminate pitfalls within the social housing process.

## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 THE HOUSING ACT (ACT 107 OF 1997)

### 2.1 INTRODUCTION

Towards its regulation, existing and future, and the social housing code, the

According to Welman, Kruger and Mitchell (2005: 174), any research should be preceded by a thorough review of the literature to ensure, as far as possible, that the proposed research has not been already done elsewhere or reflect as much other authors opinions, conclusions and /or views on the case under study: in the delivery of social housing to citizens within its jurisdiction of operation.

1997) as a result of government must ensure that housing development:

This chapter will as a matter of ethical consideration, contain literature review which shall review previous works and research of other authors, as a way of assuring the validity of the research results or the research in its entirety as a product of the research and the research's initiative.

It is based on the integrated development planning, and;

### 2.2 LEGISLATIVE FRAMEWORK AND OTHER MANDATES

and upholds the practice of good government

This section identifies and explains various legislative prescripts that affect the housing process in South Africa.

EVICTION FROM AND UNLAWFUL OCCUPATION OF LAND ACT (Act 69 of 1999)

#### 2.2.1 CONSTITUTION OF THE REPUBLIC OF SOUTH AFRICA (1996)

The prevention of illegal eviction from and unlawful occupation of Land Act, 1999

In terms of section 26(1) of the Constitution of the Republic of South Africa (1996), everyone has the right to have access to an adequate housing. It further goes on to provide in section 26(2) that the state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realization of this right.

The constitution provision is the one that informs the government promulgation of legislation that affect the provision of housing, and implementation thereof. process of law.

### 2.2.2 THE HOUSING ACT (ACT 107 OF 1997)

Through its legislation, existing and future, and the social housing code, the Department of Local Government and Housing is carrying out its legislative imperative as set out in the Housing Act, 1997 (Act 107 1997). Section 29(1) (a) of the Housing Act, 1997 (Act 107 of 1997) compels all three spheres of government to give priority to the needs of the poor in respect of housing development. In addition, section 2(1) of the Housing Act, 1997 (Act 107 of 1997) all three spheres of government must ensure that housing development:

- ✓ Provides as wide a choice of housing and tenure options as is reasonably possible;
- ✓ Is economically, fiscally, socially, and financially affordable and sustainable
- ✓ Is based on the integrated development planning, and;
- ✓ Is administered in transparent, accountable and equitable manner, and upholds the practice of good government

### 2.2.3 PREVENTION OF ILLEGAL EVICTION FROM AND UNLAWFUL OCCUPATION OF LAND ACT (Act 69 of 1999)

The prevention of illegal eviction from and unlawful occupation of Land Act, 1999 (Act 69 of 1999) was promulgated in 1998. The prevention of illegal Eviction from and Unlawful Occupation of Land Act, 1999 (Act 69 of 1999) repeals the Prevention of illegal Squatting Act, 1952 (Act 52 of 1951) and makes provision for a fair and equitable process to be followed when evicting people who have unlawfully invaded land, from their homes.

The prevention of illegal eviction from unlawful occupation of land act, 1999 (Act 69 of 1999) makes it an offence to evict anyone without following the due process of law.

#### 2.2.4 THE HOUSING CONSUMERS PROTECTION MEASURES ACT (Act 29 of 1998)

The Housing consumers Protection Measure Act of 1998 (Act 29 of 1998) provides for the establishment of a statutory body for homebuilders which is tasked with looking all over the social housing sector to ensure that consumers and social housing builders work within acceptable conditions. The Housing Consumers Protection Measures Act of 1998 (Act 29 of 1998) provides for the formation of the National Home Builders Registration Council (NHBCRC) whose sole purpose is to register builders engaged in certain categories of housing construction and regulates the home building by formulating and enforce a code of conduct.

#### 2.2.5 THE RENTAL HOUSING ACT (Act of 1999)

The rental Housing, 1999 (Act 59 1999) repeals the Rent Control Act of 1976 (Act 23 of 1976), and further goes on to define the government's responsibility in respect of the rental housing property. It creates mechanisms to promote the provision of rental housing and proper functioning of the rental housing market.

To facilitate sound relations between tenants and landlords, it lays down general requirement for leases and principles for conflicting resolution in the rental-housing sector. The Rental Housing Act, 1999 (Act 59 of 1999), makes provision for the establishment of rental housing tribunals and defines the functions, powers and duties of such tribunals. Provincial housing departments have a duty

to establish rental housing tribunals in terms of the Rental Housing Act of 1999 (Act 59 of 1999)

## 2.2.6 HOME LOAN AND MORTGAGE DISCLOSURE ACT of 2000 (Act 97 of 2000)

The Home Loan Mortgage Disclosure Act of 2000 (Act 97 of 2000) provides for the establishment of the office of disclosure and the monitoring of financial institution to enable it to identify possible discriminatory lending patterns.

## 2.2.7 DISESTABLISHMENT OF SOUTH AFRICA TRUST LIMITED ACT, 2002 (Act 26 of 2002)

The winding up of the South African Housing Trust and the transfer of the functions relating of financial obligations were completed by the beginning of 2003 in terms of the Disestablishment of South Africa Trust Limited Act, 2002 (Act 26 of 2002)

## 2.3 HOUSING SITUATION IN THULAMELA LOCAL MUNICIPALITY

According to the budget speech of Thulamela Local Municipality 2007/2008, Thulamela Local Municipality is not accredited as a housing developer, as this is the responsibility of the Department of Local Government and Housing (DPLG). Thulamela Local municipality only plays a monitoring and evaluation role of the work of social housing contractors.

While there is a need for social housing, both for settlement emerging in rural areas of the municipality and those areas very closer to semi urban areas, the social housing backlog in Thulamela Local Municipality is currently at 3000 social housing units. While there is a priority to address these challenges, Thulamela

Local Municipality does not have the budget to address this backlog because the funding for social housing in local municipality is solely obtained from the DPLG.

This section discusses the mandate, targets and performance as well as

## 2.4 CHALLENGES FACING THULAMELA LOCAL MUNICIPALITY

While Thulamela Local Municipality confronts varying challenges, amongst the most cited in the final draft of the Vhembe District Municipality Integrated Development Plan (IDP) 2007/2008 to 2012/2013 and Thulamela Local Municipality Budget speech 2007/2008 are:

- ✓ Poor quality in the construction of houses;
- ✓ Allocation of social housing units not consistent with the backlog
- ✓ Uncompleted social housing projects for previous financial years
- ✓ Lack of funds in the municipality's coffers to address social housing issues
- ✓ Poor coordination between the DPLG and municipalities
- ✓ Lack of support and capacity for municipalities in rendering service on behalf of the department
- ✓ Incomplete social housing projects which are currently blocked and are under investigation
- ✓ Communal land tenure system delay of social housing implementation
- ✓ Slow roll-out of the social housing sector

## 2.5 HOUSING AGENCIES ESTABLISHED BY GOVERNMENT AND THEIR

### MANDATE

There are various institutions established through government initiatives and by concerned groups within the people's housing process in South Africa. The following institutions have identified:

## 2.5.1 THE NATIONAL URBAN RECONSTRUCTION AND HOUSING AGENCY

This section discusses the mandate, targets and performance as well as challenges faced by the National Urban Reconstruction and Housing Agency.

### 2.5.1.1 MANDATE

According to Olufeni (2002:1) the National Urban Reconstruction and Housing Agency (NURCHA) was established as Reconstruction and Development South Africa Government and the Open Society Institute of New York to help release finance for low cost social housing from financial institutions.

NURCHA was mandated to address the social housing backlogs and inequities of the past in South Africa, and it seeks to achieve this through the following three programmes:

- ✓ Providing bridging finance
- ✓ Joint venture development fund (JVDF)
- ✓ National savings programmes

### 2.5.1.2 TARGETS AND PERFORMANCE

According to Lipietz (2002: 29) during 2004/2005 NURCHA created nearly 13600 Social housing opportunities in terms of development loans to building contractors. Since its creation, NURCHA has created 149 000 social housing opportunities, affecting the lives of 745 000 South Africans. For the subsequent financial year (2006) NURCHA budgets to create 29 000 more opportunities by extending credit to the value of R320 million.

### 2.5.1.3 CHALLENGES

According to Lipietz (2002: 29) NURCHA is worth R 272, 8 million and expected to increase its value in 2006 to R 496, 3 million. One of its major challenges is to reach its lending targets without having more defaults. NURCHA plans to lend more money to infrastructure contractors and to borrow money from financial institutions to lend to contractors.

## 2.5.2 NATIONAL HOME BUILDERS REGISTRATION COUNCIL

This section discusses the mandate, target and performance as well as challenges faced by the National Home Builders Registration Council.

### 2.5.2.1 MANDATE

The National Home Builders Registration Council (NHBRC) is a section 21 company established in terms of the Housing Consumers Protection Measures Act, 1998 (Act 95 of 1998)

NHBRC has a mandate to provide social housing consumers with warranty protection against defects in new homes and to provide protection against any failure of builders to comply with their obligations in terms of the Housing Consumers Protection Measures Act, 1998 (Act 95 of 1998).

### 2.5.2.2 TARGETS AND PERFORMANCE

According to Olufeni (2002: 3) during the year under review, the NHBRC registered 3919 home builders, renewed 596 home builders registrations, enrolled 49 427 houses, inspected 77 128 houses, handled 1040 complaints; and

closed 477 conciliations. The institution, only until 2005, trained 1 696 emerging home builders.

## **2.6 CHALLENGES OF PROVIDING HOUSING FOR SOUTH AFRICAN COMMUNITIES SINCE 1994**

Housing process in South Africa has been facing varied challenges, amongst which includes the following:

### **2.6.1 THE HOUSING CONTEXT IN 1995**

According to the South African Government Information Website (1998: 1), by 1994 there was no comprehensive source of information on housing.

In the absence of generally endorsed, comprehensive social housing information, government relied strongly on, in quantified terms, on the following data:

#### **2.6.1.1 DEMOGRAPHIC PROFILE OF SOUTH AFRICA (1995)**

According to the South African Government Information Website (1994: 2), South Africa was having a rapidly increasing and urbanizing society, but population growth resulted in a numerically stable rural population. Coupled with this, a large existing and increasing social housing backlog existed due to very low rates of formal social housing provision that occurred in the past.

#### **2.6.1.2 LIVING CONDITIONS, EXISTING HOUSING STOCK AND RATE OF**

According to the South African Government Information Website (1994: 4-7), the following in quantified form or terms were estimations during 1994:

According to South African Government Information Website (1994: 8-15), a relatively small formal housing stock, low and progressively decreasing rates of formal and informal housing delivery in South Africa have resulted in a massive

#### 2.6.1.1.1 POPULATION SIZE AND POPULATION GROWTH RATE (1995)

South Africa's population was projected to be almost 42.8 million in 1995. The projected average annual growth rate of 2.27% per annum between 1995 and 2000 was expected to increase the total population to approximately 47.4 million people per annum over this period.

#### 2.6.1.1.2 NUMBER OF HOUSEHOLDS (1995)

There was an estimated 8.3 million households in South Africa in 1995. The average household size nationwide was 4.97 people, and it was estimated that there were approximately 2 million single people. Given the projected rate of population growth, an average of 200, 000 new household will be formed annually between 1995 and 2000. The phenomena of extended households and circulatory migration further added to the complexity of dealing with the social housing issue.

#### 2.6.1.1.3 URBANISATION RATE (1995)

By 1995, it was estimated that over 28 million people (66%) of South Africa's population was functionally urbanized. This implied that approximately 14.5 million people (36% of the total population) were residing in rural areas, many of whom will spend part of their working lives in urban areas.

#### 2.6.1.2 LIVING CONDITIONS, EXISTING HOUSING STOCK AND RATE OF SUPPLY

According to South African Government Information Website (1994: 8-15), a relatively small formal housing stock, low and progressively decreasing rates of formal and informal housing delivery in South Africa have resulted in a massive

increase in the number of households forced to seek accommodation in informal settlements, backyard shacks and in overcrowded conditions in existing formal housing.

#### 2.6.1.2.1 URBAN FORMAL HOUSING

According to the South African Government Information Website (1994: 8), approximately 61% of all urban households, by 1995 lived in informal or shared formal housing with other families.

The total formal housing stock in South Africa was estimated to be 3.4 million units, which included formal houses, flats, and town house and retirement homes. Formal housing provision for low income households was estimated to have decreased to under  $\pm 20,000$  units during the 1993/1994 financial year, from levels of around 45,000 in 1989/1990.

#### 2.6.1.2.2 URBAN INFORMAL HOUSING

According to the South African Government Information Website (1994: 9-10), by 1995, approximately 1.5 million urban informal housing units existed in South Africa. These included around 620,000 serviced sites delivered by the South African old Provincial authorities and through the Independent Development Trust's (IDT) capital subsidy programme, as well as almost 100,000 unused (sterilized) serviced sites. Delivery of serviced sites through the IDT's capital subsidy scheme and by the four (old) provincial authorities was estimated to have reached levels in excess of 120,000 per annum from 1992 and declined in 1995.

### 2.6.1.2.3 HOSTELS

According to the South African Government Information Website (1994: 11), an estimated 5.2% of all households presently reside in private sector, grey sector and public sector hostel accommodation. No new hostels accommodation has been constructed over the last five years.

### 2.6.1.2.4 SQUATTER HOUSING

According to the South African Government Information Website (1994: 13), approximately 13.5% of all household ( $\pm 1, 06$  million) live in squatter housing nationwide, mostly in free standing squatter settlements on the periphery of cities and towns, and in the backyard of formal houses.

Low rates of formal housing delivery coupled with high rates of new household formation have resulted in a massive growth in the number of people housed in squatter housing. This form of housing remains the prevalent means through which urban households were accessing shelter in South Africa at present. It was, however, estimated that approximately 150, 000 new households per annum house themselves in this way. The recent rapid increase in the number of land invasions was a further indication of this. In the short-term particularly, policy responses from all tiers of government will have to be pro-actively responsive to this fact.

### 2.6.1.2.5 RURAL HOUSING

According to the South African Government Information Website (1994: 14), two thirds of the 17.1 million people estimated to live under poverty datum line (PDL) live in rural areas, the far greater part resides outside the commercial farming areas.

There was a mix of both formal and informal house structures, but what they generally share in common was inadequate access to potable water and sanitation, and a generally insecurity of tenure.

#### 2.6.1.2.6 FARM WORKER HOUSING

According to the South African Government Information Website (1994: 15), the estimates on farm worker households vary considerably between one to one, and a half million households. Since 1990 farm owners received subsidies towards the building of 20, 140 approved farm worker residences.

#### 2.6.1.3 ESTIMATING HOUSING CONDITIONS IN SOUTH AFRICA

The following sections reflect on the state of housing conditions in South Africa.

##### 2.6.1.3.1 HOUSING BACKLOG IN SOUTH AFRICA BY 1995

According to the South Africa Government Information Website (1994: 23), it was estimated that the urban housing backlog in 1995 was approximately 1.5 million units. The consequences of this backlog was physically reflected in overcrowding, squatter settlements and increasing land invasions in urban areas, and generally by the poor access to service in rural areas. Socially and politically, this backlog gave daily impetus to individual and communal insecurity and frustration, and contributed significantly to the high levels of criminality and instability prevalent in many communities in South Africa.

##### 2.6.1.3.2 EXISTING CONSTRAINTS TO RESOLVING SOUTH AFRICA'S HOUSING CRISIS

According to the South African Government Information Website (1994: 25),

numerous constraints to housing delivery still remained by 1995. During the formative stages of policy development, extensive analyses of the problems facing housing in South Africa.

Some of the key constraints and problems required specific attention by new housing policy and strategy in South Africa.

#### 2.6.1.4 SCALE OF THE HOUSING PROBLEM

According to Gauteng Department of Housing (2002: 133), the large scale of the housing and services backlog, and the rapid growth in housing demand represented a mammoth task for future housing policy. Coupled to the scale of the problem were other key constraints that need to be addressed which included amongst others:

- ✓ Geographic disparities: large disparities in housing conditions existed between rural and urban areas, different urban areas as well as between different provinces; and
- ✓ Low income: low incomes of large proportions of South Africa's population implied that many people were unable to afford adequate housing using their own financial resources alone.

#### 2.6.1.5 STRUCTURE OF SOUTH AFRICA'S HUMAN SETTLEMENTS

According to Eglin (2002: 98), South Africa's history has produced a wasteful settlement structure that had inherent to it specific constraints that need to be overcome:

- ✓ Concentrated need: high rates of urbanization have concentrated housing needs in urban areas;

- ✓ Inefficient and inequitable cities: the geographic segmentation of living areas according to race and class, urban sprawl, and disparate levels of service provision and access to amenities in different areas made South Africa's cities very inequitable, inefficient and relatively expensive to manage and maintain, and
- ✓ Dispersed rural settlement structure: the dispersed nature of many rural settlements hampered servicing and made access to socio cultural amenities problematic.
- ✓ Concentrated need: high rates of urbanization have concentrated housing needs in urban areas,
- ✓ Inefficient and inequitable cities: the geographic segmentation of living areas according to race and class, urban sprawl, and disparate levels of service provision and access to amenities in different areas made South Africa's cities very inequitable, inefficient and relatively expensive to manage and maintain, and
- ✓ Dispersed rural settlement structure: the dispersed nature of many rural settlements hampered servicing and made access to Socio-cultural amenities problematic.

#### 2.6.1.6 INSTITUTIONAL FRAMEWORK

Dodd (2002:8), the past institutional framework governing housing resulted in numerous constraints to housing delivery in South Africa resulted in:

- ✓ Duplication of housing institutions and funding mechanisms: fragmentation of the housing function racially (between the three previous own affairs administrations and the Department of Housing) and geographically (with the TBVC states and homeland areas having jurisdiction for housing in their areas) has resulted in a large amount of

overlaps, duplications and confusions within and between housing institutions which results in significant inefficiencies and wastage;

- ✓ Inability to carry out responsibilities: many authorities have been inadequately resourced and politically unable to undertake certain responsibilities, which resulted in delays to the housing development process and virtual collapse in the public environment and public administration, in many areas, and

- ✓ Local government transition: the slow process of local government transition was already resulting in significant delays to the housing process. However, new legislation and procedures were being developed and the problems associated with the collapse of local government in many areas under the previous dispensation were being addressed. Because of the mutually reinforcing or potentially destructive relationship between the housing process and the local government process, a high level of policy-coordination will be essential between the relevant national and provincial departments.

#### 2.6.1.7 POLICY FRAMEWORK

According to the South African Government information Website (1994: 30), apart from duplicated and inadequate approaches for different race groups, the housing policy framework in South Africa suffers from the following other key constraints:

- ✓ Lack of overall housing strategy: inadequate definition of roles and responsibilities of all role players in the housing sector, as well as the lack of coherent overall housing strategy have contributed to the present confusion and breakdown in delivery. Specific areas of concern include the exclusion of rural housing needs from the mainstream of housing policy strategies or approaches, as well as the continued marginalization of

workers and families effectively trapped within the hostels, especially those within the public sector,

✓ Multiplicity of legislation : there was multiplicity and duplication of legislation governing housing, land and services

#### 2.6.1.8 END-USER FINANCE AND SUBSIDIES

According to the South African Government Information Website (1994: 33), constraints in the structure and availability of end-user finance for housing and housing subsidies have exacerbated the housing problem:

- ✓ Poorly focused use of housing funds: statutory housing funds have been used for diverse purpose (such as funding for bulk infrastructure, community in diluted, dispersed and inadequate impact of state expenditure,
- ✓ Duplicated and poorly targeted subsidies: subsidy systems have been duplicated, racially segmented, poorly target at poor households and often inadequately funded and largely unsuccessful in mobilizing significant levels of non-state investment; and
- ✓ Lack of end-user finance: the unavailability of end-user finance, especially for low-income households (due to a complicated set of constraints including the lack of appropriate retail lending capacity as well as the reluctance of formal financial institutions to lend in certain areas and to certain income groups) impedes the ability of many households to access adequate housing, even though they may be able to afford it.

#### 2.6.1.9 LAND AND PLANNING ISSUES

According to the South African Government Information Website (1994: 25), the historical and existing patterns of land use and allocations, as well as the

legislative and policy framework associated with land, provides an immense challenge and constraint. A fundamentally different approach was required to make the housing programme a sustainable reality. However, the impact was aimed at reaching far beyond purely legal and institutional matters, which government must rectify overtime.

A wholly new approach to land use and planning was required, impacting both on the professions and communities. The inability and unwillingness to release sufficient sustainable land for housing continued to be a constraint to timeous housing delivery:

- ✓ Lack of coherent policy on land: no clear outline of responsibility for the identification, assembly, planning and release of land for low income housing existed, and inconsistent positions existed between government departments and tiers of government,
- ✓ Land identification: previous racial zoning practices, reluctance of certain authorities to accept communities and various legislative constraints have impeded the identification of sufficient, suitable land for low-income housing,
- ✓ Constraints to land assembly: due to legislative controls and the fact that land was previously assembled according to ability to pay rather than need, insufficient land has been assembled for low-income housing
- ✓ Land planning: present planning legislation and approaches were burdensome, inappropriate in South Africa context and resource-intensive,
- ✓ Land invasions : increases in informal land invasions hamper efforts to timeously release adequate, suitable land for human settlement in a planned manner, and may result in certain people attempting to jump the housing / subsidy queue, and
- ✓ Land title: Many different tenure arrangements (many of which were not officially recognized) complicates the registration of secure tenure.

Furthermore, notwithstanding the sophistication of South Africa's land registration system, most citizens were forced to acquire accommodation outside this formal system.

#### 2.6.1.10 THE HOUSING CONSTRUCTION SECTOR

According to the South African Government Information Website (1994: 29), the building materials supply, building and civil sector also faced significant constraints:

- ✓ Inadequate development framework: the lack of identified land, poor access to bulk infrastructure networks and confused and lengthy planning procedures hampered developer's ability to undertake housing development expeditiously,
- ✓ Limited capacity: at present, South Africa's construction sector and building materials supply industry were emerging from an economic recession and production slump – significant capacity was needed to deliver the number of houses required
- ✓ Potential bottlenecks: significant potential bottlenecks existed in certain sub-sectors of the construction and building materials supply industries – the lack of basic and managerial skills and building material production and supply constraints were but some of the examples,
- ✓ Incompatibility of demand and supply: geographic distribution of demand did not match present location of construction capacity and building materials suppliers

### 2.7 TYPES OF SOCIAL HOUSING

#### 2.6.1.11 SOCIOLOGICAL ISSUES

According to the South African Government Information Website (1994: 33), many social features of South African society posed important constraints and challenges to future housing policy:

- ✓ High expectations: the high expectations of many people from a new democratic order had to be tempered by fiscal and practical realism, if this was not to become a major constraint to housing development in South Africa,
- ✓ Crime and violence: continuing high levels of crime and violence against fraudulent and exploitative practices and behavior by suppliers of housing products and services, characterized the housing environment
- ✓ Poor consumer education: low levels of consumer education increased misunderstanding of developmental and housing issues and the number of unscrupulous operators in the housing environment
- ✓ Special needs housing: prevalent social problems in South Africa have increased the need for special needs housing, such as old age homes, homeless shelters and frail care facilities, and
- ✓ Other important sociological consideration: specific sociological factors complicate the ability of housing policy to reach all targets, such as:
  - Circular migration and dual households,
  - Hostel accommodation
  - The prevalence of single (often female – headed) households,
  - Cultural and legal impediments to access for woman to housing

## 2.7 TYPES OF SOCIAL HOUSING

According to Narsoo (2000: 69), the National Home Builders Registration Council (NHBRC) has proposed a model that can be utilized for an effective and efficient implementation of the new housing plan in some of the department's

programmes. The aim of the proposal is to influence the industry to engage in the construction of three categories of poor housing:

- ✓ Hard-core housing: hard-core housing is housing through which the stock can be provided free of charge
- ✓ Low-cost housing: low-cost housing is housing through which stock is partially subsidized and requires an additional bond from the bank
- ✓ Medium-cost housing: medium-cost housing is housing through which stock is partially subsidized and requires additional bond from the bank and such is more expensive compared to low-cost housing

## **2.8 COMMON CHARACTERISTICS OF HOUSING**

According to Beall et al (2000: 392), most social housing programmes worldwide contain some or all of the following elements:

- ✓ An exemption from social housing requirements for small projects, most often for projects of less than five or ten units
- ✓ Income eligibility criteria for defining affordability, based on percentage of income and / or home prices
- ✓ Pricing criteria for affordability units
- ✓ The provision of incentive by government
- ✓ Restrictions on resale and subsequent rental of affordability units
- ✓ Schemes are either voluntary or mandatory

## **2.9 THE IMPACT OF HOUSING ON LIVING STANDARDS AND SOCIO-ECONOMIC DEVELOPMENT**

According to Narsoo (2000: 85), housing has a positive impact on the livelihoods and living standards of people within localities where such projects are

constructed. That is, it assists in the provision of shelter for the unemployed, the homeless and needy households. In addition, majority of locals are to get jobs during construction phase hence the contractors themselves are able to get empowerment opportunities.

### 3.1 INTRODUCTION

Beyond this, locals are empowered with skills to run such projects, manifesting in training coined within the context of Expanded Public Works Programme (EPWP).

followed in the study.

### 2.10 CONCLUSION

This covers the research method, sampling method, and tools instruments for The housing condition in Thulamela Local Municipality is amongst those that are a challenge in the broader context of addressing housing problems and housing constraints in South Africa. While Thulamela Local Municipality is well placed as an institution, to facilitate the social and housing process in its jurisdiction, with much reliance to, on relevant institutions in this regard, including the national Department of Housing and its provincial counterpart, there are a lot of challenges that the municipality faces which are not immune from the broader national picture put by other authors as reflected in the literature review above.

Within this context, and through the use of the information reflected in the literature review above, this study seeks to explore the challenges facing local government in the delivery of housing projects in Thulamela Local Municipality.

means of a questionnaire, and measurements are focused on specific variables that are quantitative through frequency counts. Although the description of data in this study has been by obtaining statistical breakdowns of the distribution of the variables and by using statistical methods to determine associations or differences between variables, interpretation of the data as well as analysis was confined and guided by this statistical representation of data.

## CHAPTER 3

### RESEARCH DESIGN

#### 3.1 INTRODUCTION

This chapter outlines the methodology and particular tools and procedures to be followed in the study.

This covers the research method, sampling method, and tools instruments for data collection used in this study in order to address the research problem.

#### 3.2 RESEARCH METHODOLOGY

According to Dev Vos (2001: 15) the nature of the data to be collected and the problem in the research dictate the research methodology a study has to adhere to. Qualitative research methodology deals with data that is verbal while quantitative research methodology deals with data that is principally numerical.

This study combines the quantitative and qualitative research methods. In this regard, data collection procedures and types of measurement has been constructed in advance of the study and further applied in a standardized way by means of a questionnaire, and measurements are focused on specific variables that are quantitative through frequency counts. Although the description of data in this study has been by obtaining statistical breakdowns of the distribution of the variables and by using statistical methods to determine associations or differences between variables, interpretation of the data as well as analysis was confined and guided by this statistical representation of data.

In this study, the researcher used the data presented in statistical form and the way variables were distributed and related in this statistical form to give an interpretation and analysis of the data.

### 3.3 SAMPLING METHOD

This study used non-probabilistic sampling method in order to arrive at a sample that is well representative, rich of information relative to the phenomenon under study.

According to Welman, Kruger and Mitchell in research methodology, (2005: 67) in non-probability sampling, the probability that any element (unit of analysis) will be included in a non-probability sample cannot be specified. That is, in some instances, certain members of the study population may have no chance at all of being included in such a sample.

A sample comprised of six (6) municipal officials, Four (4) municipal councillors, and twenty five (25) members of the community representing an array of stakeholders from the civic organization, ward committee, churches, royal council and any other body identified that was crucial to the study, was chosen for this.

### 3.4 DATA COLLECTION METHOD

According to Mouton (1998: 45) data collection involves the gathering of information for a research project through a variety of data sources.

In this study, data has been gathered with a structured questionnaire in two ways: by using a written questionnaire and personal interviews read to respondents in the way they were structured in the questionnaire (for those who could not read).

A questionnaire was designed on the basis of the quest posed by the concepts *and variables involved in the study. Prior to distribution, the questionnaire was* piloted in order to ensure that they are valid and reliable instruments.

Questionnaires were distributed directly by the researcher to selected units of analysis. As envisaged prior the study, a sample of 35 units of analysis will be picked for this study.

### 3.5 DATA ANALYSIS

According to Holloway (1997: 43-44) data analysis means breaking down the *data and searching for codes and categories, which are then reassembled to* form themes. This involves ordering and organizing the collected material, re-reading the data, breaking the material into manageable sections, identifying and highlighting meaning phrases, building, comparing and contrasting categories, looking for consistent patterns of meanings, searching for relationships and grouping categories of information together, interpreting and searching for meanings.

The approach as defined above by Holloway, have assisted the researcher in this study to attach quality meaning to the data as collected – and therefore making recommendations – thereby rendering the whole mini-dissertation valid and reliable as well as avoiding biasness. After questionnaires are completed by respondents, the data has been encoded into SPSS programme for purposes of analyzing and interpreting it. The data was put into cross tabulations, which helped with highlighting the frequency distribution of respondent's views about the challenges that are facing local government in the delivery of housing with specific references to Thulamela Local Municipality.

### **3.6 DISSEMINATION OF THE RESEARCH OUTCOMES**

According to Holloway (1997: 50) dissemination of research means that the research is made public to other researcher's and those in practice situation who applies it.

The research will after completion be publicized through professional and academic journals, libraries and summarized articles publicized in newspapers and internet sites. This shall be done in a manner, which the final research and summarized articles are able to be widely read, and reach or address the largest possible audience.

### **3.7 LIMITATIONS OF THE STUDY IN THE RESEARCH FIELD**

Due to unavailability of resource to reach more areas that had construction of housing throughout the municipality, this research was bound to restrict itself to an area to be identified as having had a housing construction project. The researcher ensured that under all circumstances, efforts are put in place to ensure that whatever limitation posed to this study, the data collected and as such chosen areas are capable to provide information that is useful to this study.

### **3.8 CONCLUSION**

Although there may have been limitations that nearly resulted on some difficulties in having a few instruments of data collection returned, the research design used in this study enabled the researcher to acquire all instruments of data collection and data required for the study.

## 4.2 REPRESENTATION IN THE CHAPTER 4

### DATA PRESENTATION, INTERPRETATION AND ANALYSIS

#### 4.1 INTRODUCTION

The main aim of this study is to present and describe the data as collected from the field, the interpreting and analyzing the data. The data collected has been obtained from individuals from different participants in the study, being municipal officials, municipal councillors and members of the community representing an array of stakeholders (i.e. the civic organization, ward committee, churches, royal council and any other body identified that will be crucial to the study. As a result, the nature of the stakeholders involved in this study is representative.

(60%) in the study were males, females accounted for 40% of the entire. The focus of this section is on the presentation of the data as collected from the field. This section is divided into biographical details of the respondents who took part in the research, and the research findings according to individual response that each respondent provided on questions related to the phenomenon under study.

The presentation of the data as collected is done through the medium of frequency tables showing the relationship existent between individual subjects and variables.

Variable	Frequency	Percent
Rural	17	48.6
Urban	11	31.4
Semi-urban	7	20
Total	35	100

## 4.2 REPRESENTATION IN THE RESEARCH

### 4.2.1 Gender

Table 4.1 Below represents gender representation of respondents in this study

Table 4.1

Variable	Frequency	Percent
Female	14	40
Male	21	60
Total	35	100

According to the collected data as presented above, majority of participants (60%) in the study were males, females accounted for 40% of the entire respondents. Due to the representativeness of the respondents according to their capacities in the housing process, the data as presented in table 4.1 above would not have significant bearing on the results.

### 4.2.2 Place of residence

Table 4.2 Shows respondents place of residence

Table 4.2

Variable	Frequency	Percent
Rural	17	48.6
Urban	11	31.4
Semi-urban	7	20
Total	35	100

Majority of respondents in the study, accounting for 48.6% of the entire respondents' resides in rural areas, followed by those residing in urban areas accounting for 31.4% and then 20% of those residing in semi-urban areas.

This will have positive bearing for study, infusing diverse experience of housing initiatives in rural, urban and semi-urban areas.

#### 4.2.3 Status of participation

Table 4.3 Below presents the frequency distribution of respondent's status of participation in the study

Table 4.3

Variable	Frequency	Percent
Municipal Officials	6	17.1
Municipal Councillor	4	11.4
Royal institutions	2	5.7
Ward committees	10	28.6
Contractor	2	5.7
Service Provider	3	8.8
Community members	8	22.9
Total	35	100

Majority of the participants accounting for 60.5% of the entire respondents are community members with 28.6% of those sitting in ward committees. Municipal officials account for 17.1% of the entire respondents, with 11.4% of the respondents being municipal councillors. The reminder of the participants in this

study, representing 20.2% of the entire respondents constitutes representatives of the royal houses and service providers.

This will have positive bearing on the outcomes of the study by infusing diverse perspectives as drawn from different backgrounds, as in varying capacities of government structures and the community at large.

#### 4.2.4 Area of residence

Table 4.4 Below represents respondents' area of residence in relation to housing projects

Table 4.4

Variable	Frequency	Percent
Where the project has taken place	19	54.3
Elsewhere rather than where the project has taken place	16	45.7
Total	35	100

Majority of respondents participating in this study resides where there has been housing projects, while the remainder of participants being 45.7% were not residing in areas where there has been housing projects.

Therefore, representation in this regard assures this study of varying experiences, being that of people who directly participated in the housing process as residence in areas where housing projects were taking place and those that participated in different capacities.

### 4.3 PARTICIPATION IN HOUSING PROJECTS

4.3.1 Workshops arranged to address lack of capacity by stakeholder in housing process

Table 4.5 Below shows respondents' opinion if workshops were arranged to address lack of capacity on the part of stakeholders

Variable	Frequency	Percent
Agree	10	28.6
No-opinion	9	25.7
Disagree	5	14.3
Strongly disagree	11	31.4
Total	35	100

The majority of respondents in the study, constituting 47.7% of all participants in the study are of an opinion that there have never been workshops arranged for stakeholders participating in the housing process, with 25.7% of the participants reserving their opinion on the issue. At least 28.6% of the participants concede that there have been workshops arranged for participants / stakeholders in the housing process.

While workshops might have been conducted for few stakeholders participating in the housing process, the results above shows that majority of stakeholders haven't participated in such workshops. This may have a negative bearing on the stakeholders' meaningful participation in the housing process.

#### 4.3.2 What structures exist to involve members of the community in the identification of housing needs

Table 4.6 Below shows the frequency distribution of respondents' views about existence of structures aimed at involving members of the community in the identification of housing needs

Table 4.6 Shows the frequency distribution of respondents' views as to whether treatment of Local Government and Housing is the one that identifies a need for housing in a local municipality or not.

Variable	Frequency	Percent
Agree	1	2.9
No-opinion	26	74.3
Disagree	6	17.1
Strongly disagree	2	5.7
Total	35	100

Majority of respondents in this study, constituting 77.2% are of an opinion that there are structures in place aimed at involving community members in the identification of housing needs in the municipality, with 17.1% of the respondents reserving their opinion on the issue and 5.7% of the respondents disagreeing that there are structures to involve members of the community in the identification of housing needs in the municipality.

From the above representation of frequency distribution, it is clearer that there are structures aimed at involving community members in the identification of housing needs in Thulamela Local Municipality.

## 4.4 DETERMINATION OF THE NEED FOR HOUSING IN A LOCAL MUNICIPALITY

4.4.1 Identification of housing needs in a local municipality is a duty of the Department of Local Government and Housing

Table 4.7 Shows the frequency distribution of respondents' views as to whether the Department of Local Government and Housing is the one that identifies a *need for housing in a local municipality or not*

Variable	Frequency	Percent
Agree	21	60
No-opinion	9	25.7
Disagree	5	14.3
Total	35	100

Majority of respondents in the study, constituting 60% of all participants in the study, agree that the Department of Local Government and housing has a critical role to play in the identification of housing need in a local municipality, while 25.7% of all participants in the study reserved their views of the issue. At least 14.3% of the entire respondents disagree that the Department of Local Government and Housing has a critical role to play in the identification of housing needs in the municipality.

#### 4.4.2 Local municipality's role in the identification of housing needs in its jurisdiction

Variable	Frequency	Percent
Agree	28	80
No-opinion	8	17.1
Disagree	1	2.9
Total	35	100

Table 4.8

Majority of respondents in the study, constituting 79.1% of all participants in the study, agree that the local municipality is involved in the identification of housing need in a local municipality, while 17.1% of all participants in the study reserved their views of the issue. At least 2.9% of the entire respondents disagree that the local municipality is involved in the identification of housing needs in a local municipality.

Variable	Frequency	Percent
Agree	28	80
No-opinion	8	17.1
Disagree	1	2.9
Total	35	100

Majority of respondents in the study, constituting 80% of all participants in the study, agree that the local municipality is involved in the identification of housing need in a local municipality, while 17.1% of all participants in the study reserved their views of the issue. At least 2.9% of the entire respondents disagree that the local municipality is involved in the identification of housing in a local municipality.

#### 4.4.3 Community stakeholders' role in the identification of housing needs in a local municipality

Variable	Frequency	Percent
Agree	28	80
No-opinion	8	17.1
Disagree	1	2.9
Total	35	100

Table 4.9 Below shows the frequency distribution of respondents views about the role of stakeholders in the identification of housing needs in a local municipality

Table 4.9

Variable	Frequency	Percent
Agree	26	74.3
No-opinion	4	11.4
Disagree	2	5.7
Strongly disagree	3	8.6
Total	35	100

Majority of respondents in the study, constituting 74.3% of all participants in the study, agree that community stakeholders are involved in the identification of housing need in a local municipality, while 11.4% of all participants in the study reserved their views of the issue. At least 14.3% of the entire respondents disagree that community stakeholders are involved in the identification of housing needs in a local municipality.

#### 4.4.4 The role of ward councilors in identification of housing needs in a local municipality

Table 4.10 Below shows the frequency distribution of respondents views on the involvement of councilors in determining the need for housing in their respective wards

Table 4.10

Variable	Frequency	Percent
Agree	2	5.7
No-opinion	27	77.1
Disagree	5	14.3
Strongly disagree	1	2.9
Total	35	100

Majority of respondents in the study, constituting 82.8% of all participants in the study, agree that ward councillors are involved in the identification of housing need in a local municipality, while 14.3% of all participants in the study reserved their views of the issue. At least 2.9% of the entire respondents disagrees that ward councillors are involved in the identification of housing needs in a local municipality.

4.4.5 The Department of Local Government and Housing determines the types of houses to be built in its jurisdiction

Variable	Frequency	Percent
Agree	21	60
No-opinion	6	17.1
Disagree	8	22.9
Total	35	100

Table 4.11 respondents in the study, being 82.8% of all the respondents in the study, agree that Department of Local Government and Housing is involved in

<b>Variable</b>	<b>Frequency</b>	<b>Percent</b>
Agree	21	60
No-opinion	6	17.1
Disagree	8	22.9
Total	35	100

Majority of respondents in the study, being 60% of all the respondents in the study, agree that the municipality is involved in determining the types of house to be built in certain areas within its jurisdiction, while 17.1% of the respondents reserved their opinion on the issues. At least 22.9% of the respondents disagree that the local municipality is involved in determining the types of houses to be built in certain areas within its jurisdiction.

whether the housing allocation process is involved in determining the types of houses to be built in certain areas within its jurisdiction or not

4.4.6 The Department of Local Government and Housing determines the types of house to built in its jurisdiction

Variable	Frequency	Percent
Agree	28	80.6
No-opinion	6	17.1
Strongly disagree	1	2.9
Total	35	100

Table 4.12

Variable	Frequency	Percent
Agree	28	80
No-opinion	6	17.1
Strongly disagree	1	2.9
Total	35	100

Majority of respondents in the study, being 80% of all the respondents in the study, agree that Department of Local Government and Housing is involved in determining the types of houses to be built in certain areas within its jurisdiction, while 17.1% of the respondents reserved their opinion on the issues. At least 2.9% of the respondents strongly disagree that the Department of local Government and Housing is involved in determining the types of houses to be built in certain areas within its jurisdiction.

#### 4.5 TRANSPARENCY OF THE HOUSING ALLOCATION PROCESS WITHIN THE MUNICIPALITY.

4.5.1 Transparency in the allocation of houses within the municipality

Table 4.13 Below shows frequency distribution of respondents views about whether the housing allocation process for Thulamela Municipality is transparent or not

Table 4.13

Variable	Frequency	Percent
Agree	17	48.6
No-opinion	9	25.7
Disagree	9	25.7
Total	35	100

Majority of respondents (48.6%) agree that the housing allocation process in Thulamela Local Municipality is transparent, while 25.7% of the respondents reserve their opinion on the issue. At least 25.7% of the respondents disagree that the housing allocation process in Thulamela Local Municipality is transparent.

#### 4.5.2 Involvement of community stakeholders in the housing allocation process

Table 4.14

Variable	Frequency	Percent
Agree	15	42.9
No-opinion	11	31.4
Disagree	9	25.7
Total	35	100

42.9% of the entire respondents agree that community stakeholders are involved in the allocation of housing to the needy, with 31.4% of the respondents abstaining from giving their opinion on the issue. 25.7% of the respondents disagree with the assertion that community stakeholders are involved in the allocation of housing to the needy.

#### 4.5.3 Structures established to involve members of the community in the allocation of houses to the study

Table 4.15 Below shows the frequency distribution of respondents views on whether there are structures established to involve members of the community in the allocation of housing to the needy or not

Table 4.15

<b>Variable</b>	<b>Frequency</b>	<b>Percent</b>
Agree	29	82.9
No-opinion	3	8.6
Disagree	3	8.6
Total	35	100

82.9% of the respondents agree that structures are in place to involve members of the community in the allocation of housing to the needy, while 8.6% of the entire respondents participating in the study reserved their opinion on the issue. 8.6% of the respondents disagree that there are structures in place to involve members of the community in the allocation of housing to the needy.

#### 4.5.4 Role the local municipality in allocating house to local communities

Table 4.16 Below shows the frequency distribution of respondents views on the involvement of the local municipality in the allocation of houses to local communities

Disagree	3	8.6
Total	35	100

Table 4.16

Variable	Frequency	Percent
Agree	24	68.6
No-opinion	5	14.3
Disagree	6	17.1
Total	35	100

68.6% of the entire respondents are of the opinion that the local municipality is involved in the allocation of housing to local communities, with at least 17.1% of the entire respondents disagreeing that the local municipality is involved in the allocation of houses to local communities 14.3% of the entire respondents reserved their opinion on the issue.

#### 4.5.5 Role of the Department of Local Government and Housing in allocating houses to the community

Table 4.17 Below shows the frequency distribution of respondent's views about the role of the Department of Local Government and housing in allocating houses to the community

Table 4.17

Variable	Frequency	Percent
Agree	30	85.7
No-opinion	3	8.6
Disagree	2	5.7
Total	35	100

Majority of respondents, constituting 85.7% of the entire respondents, agree that the Department of Local Government and Housing determines the allocation of housing to the community, eighth 8.6% of the respondents reserving their opinion on the issue. At least 5.7% of the respondents disagree that the Department of local government and housing determines allocation of housing to the needy.

#### 4.6 FUNDING OF THE HOUSING PROCESS IN A LOCAL MUNICIPALITY

Agree	20	57.1
Disagree	2	5.7
No-opinion	6	17.1
Total	35	100

Table 4.18 Below shows the frequency distribution of respondents views on whether funding for housing is a competence of the Department of local Government and Housing or not

Table 4.18

Variable	Frequency	Percent
Strongly Agree	1	2.9
Agree	26	74.3
No-opinion	6	17.1
Disagree	2	5.7
Total	35	100

77.2% of the entire respondents agree that funding of housing projects is a competence of the Department of Local Government and Housing, with 17.1% of the respondents reserving their opinion on the issue. At least 5.7% of the respondents disagree with the notion that funding of housing projects is a competence of the Department of Local Government and Housing.

#### 4.6.2 Municipality is responsible for funding housing process in its jurisdiction

Table 4.19

Variable	Frequency	Percent
Strongly agree	2	5.7
Agree	20	57.1
No-opinion	10	28.6
Disagree	5	14.3
Total	35	100

Table : 4.19 Below shows the frequency distribution of respondents' views on whether the municipality fund its housing needs in its jurisdiction or not

Majority of respondents, constituting 57.1% of the entire respondents, agree that local municipality have competence over funding of local housing needs in its jurisdiction. 28.6% of the entire respondents reserved their opinion on whether the municipality funds its housing within its jurisdiction; with 14.3% of the entire respondents disagreeing that local municipality has competence in funding housing needs within its jurisdiction.

### 4.7 REASONS ATTRIBUTING TO HUGE HOUSING BACKLOGS

#### 4.7.1 Authority over the housing budget

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	20	57.1
No-opinion	10	28.6
Disagree	5	14.3
Total	35	100

Table 4.20 Below shows the frequency distribution of respondents views on whether the authority of the Department of Local Government and Housing over housing budget derails progress in the housing fraternity or not

Table 4.20

Variable	Frequency	Percent
Strongly agree	2	5.7
Agree	31	88.6
No-opinion	2	5.7
Total	35	100

94.3% of the entire respondents agree that the Department of Local Government and Housing's authority over the housing budget derails progress in the housing fraternity, while the remainder of the respondents reserved their opinion on the issue. None of the respondents in this regard are in disagreement with the fact that Department of Local Government and Housing's authority over the budget derails progress in the housing fraternity.

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	30	85.7
No-opinion	2	5.7
Disagree	2	5.7
Total	35	100

#### 4.7.2 Capacity of contractors in housing project

Table 4.12 Below shows the frequency distribution of respondents' views on whether capacity of contractors affects housing projects or not

Table 4.21

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	30	85.7
No-opinion	2	5.7
Disagree	2	5.7
Total	35	100

As indicated above by the results above, 88.6% of the respondents who took part in this study agree that lack of capacity on the part of contractors largely affects housing projects, with only 5.7% of the entire respondents disagreeing that lack of capacity on the part of contractors affect housing projects. 5.7% of the respondents reserved their views on the issue.

#### 4.7.3 Financial support system for contractors

Table 4.22 Below shows the frequency distribution of respondents' views about whether lack of financial support system for contractors largely affects housing projects or not

Variable	Frequency	Percent
Strongly agree	3	8.6
Agree	28	80
No-opinion	2	5.7
Disagree	2	5.7
Total	35	100

88.6% of the respondents as presented in the data represented above agree that lack of financial support system for contractors largely affects housing projects, while 5.7% of the respondents hold a contrary view to the matter. 5.7% of the entire respondents reserved their views in this regard.

Table 4.22 Below represents the frequency distribution of respondents' views on whether priorities in the housing allocation process are set by the Department of Local Government and Housing or not

#### 4.7.4 Corruption

Table 4.23 Below shows the frequency distribution of respondents views on whether corruption between officials of the Department of Local Government and Housing and contractors affects housing projects or not

No-opinion	11	31.4
Disagree	2	5.7
Total	35	100

Variable	Frequency	Percent
Strongly agree	3	8.6
Agree	19	54.3
No-opinion	11	31.4
Disagree	2	5.7
Total	35	100

62.9% of the respondents in this study are of a view that corruption between officials of the Department of Local Government and housing and contractors largely affects housing projects, while only 5.7% of the entire respondents hold a contrary view to the latter. While this may be the case, 31.4% of the respondents reserved their opinion on the issue.

Table 4.25

### 4.8 MONITORING MEASURES FOR THE HOUSING PROCESS

Variable	Frequency	Percent
Agree	21	60
Disagree	2	5.7
No-opinion	11	31.4
Total	35	100

#### 4.8.1 Priorities for allocation of housing to the needy

Table 4.24 Below represents the frequency distribution of respondents' views on whether priorities in the housings allocation process are set by the Department of Local Government and Housing or not

Table 4.24

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	23	65.7
No-opinion	9	25.7
Disagree	2	5.7
Total	35	100

68.6% of the entire respondents agree that priorities in the housing allocation process are set by the Department of Local Government and Housing, and 25.7% of the respondents reserved their views in this regard. At least 5.7% of the entire respondents disagree that whether priorities in the allocation process are set by the Department of Local Government and Housing.

Variable	Frequency	Percent
Agree	23	65.7
No-opinion	9	25.7
Disagree	2	5.7
Total	35	100

#### 4.8.2 Monitoring measures for allocation of houses to the needy

Table 4.25 Below shows the frequency distribution of respondents views on whether measures exists to monitor allocation of housing to the needy or not

Table 4.25

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	21	60
No-opinion	10	28.6
Disagree	2	2.9
Strongly disagree	1	2.9
Total	35	100

#### 4.8.4 The role of communities in monitoring housing allocation to the needy

62.9% of the entire respondents who took part in the study agree that measures exist to monitor allocation of housing to the needy, with just 8.6% of the entire respondents holding a contrary view. However, it should be noted that 28.6% of the respondents reserved their views in this regard.

#### 4.8.3 Responsibility over monitoring measures for allocation of houses to the needy

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	29	82.9
No-opinion	3	8.6
Disagree	2	5.7
Total	35	100

Table 4.26 Monitoring measures in the allocation process are a responsibility of the municipality

Table 4.26

Variable	Frequency	Percent
Strongly agree	1	2.9
Agree	29	82.9
No-opinion	3	8.6
Disagree	2	5.7
Total	35	100

85.8% of the entire respondents are of a view that the responsibility for monitoring measures in the housing allocation process lies with the local municipality, with at least 5.7% of the entire respondents holding a contrary view to the letter. 8.6% of the respondents in the study reserved their views on the issue.

#### 4.8.4 The role of communities in monitoring housing allocation to the needy

Table 4.27 Below shows the frequency distribution of respondents views on whether the community has a crucial role of monitoring the housing allocation process to the needy or not

Table 4.27

Variable	Frequency	Percent
<i>Strongly agree</i>	1	2.9
Agree	30	85.7
No-opinion	3	8.6
Disagree	1	2.9
Total	35	100

88.6% of the respondents who took part in this study agree that community members has crucial role to play in monitoring the housing allocation process, with 2.9% of the respondents holding a contrary view to the latter. 8.6% of the respondents in this study reserved their opinion.

- ✓ There are structures aimed at involving community members in the identification of housing in Thulamela Local Municipality

#### 5.2.2 Determination of the need for housing in local municipality

- ✓ The Department of Local Government and Housing has a critical role to play in the identification of housing need in a local municipality
- ✓ The local municipality is involved in the identification of housing need in a local municipality

## FINDINGS, RECOMMENDATIONS AND CONCLUSION

### 5.1 INTRODUCTION

The intention of this chapter is to present the findings of the study, draw **recommendations and conclusion** drawn from the study. This will be done in accordance with the data as presented in **Chapter 4** of this study.

The findings of the study will be presented first, followed by recommendations and conclusion.

### 5.2 FINDING OF THE STUDY

#### 5.2.1 Participation in housing projects

- ✓ While workshops might have been conducted for few stakeholders participating in the housing process, the results above shows that majority of stakeholders haven't participated in such workshops
- ✓ There are structures aimed at involving community members in the identification of housing in Thulamela Local Municipality

#### 5.2.2 Determination of the need for housing in local municipality

- ✓ The Department of Local Government and Housing has a critical role to play in the identification of housing need in a local municipality
- ✓ The local municipality is involved in the identification of housing need in a local municipality

- 5.2.2 ✓ **Community stakeholders are involved in the identification of housing need in a local municipality**
  - ✓ Ward councillors are involved in the identification of housing need in a local municipality
  - ✓ The municipality is involved in determining the types of houses to be built in certain areas within its jurisdiction
  - ✓ Department of Local Government and Housing is involved in determining the types of houses to be built in certain areas within the municipality's jurisdiction
- 5.2.3 Transparency of the housing allocation process within a local municipality
- 5.2.6

- ✓ Community stakeholders are involved in the allocation of housing to the needy
- ✓ Structures are in place to involve members of the community in the allocation of housing to the needy
- ✓ Local municipality is involved in the allocation of housing to local communities
- ✓ Department of Local Government and Housing determines the allocation of housing to the community

### 5.3 RECOMMENDATIONS

#### 5.2.4 Funding of the housing process in a local municipality

- As a result of the findings above, the following recommendations have been made for
- ✓ Funding of housing projects is a competence of the Department of Local Government and Housing
  - ✓ Local municipalities have competence over funding a local housing needs in its jurisdiction

### 5.2.5 Reasons attributing to huge housing backlogs

- ✓ Department of Local Government and Housing's authority over the housing budget derails progress in the housing fraternity
- ✓ Lack of capacity on the part of contractors largely affects housing projects
- ✓ Lack of financial support for contractors largely affects housing projects
- ✓ Corruption between officials of the Department of Local Government and Housing and contractors largely affects housing projects
- ✓ Corruption between officials of the Department of Local Government and Housing and contractors largely affects housing projects

### 5.2.6 Monitoring measures for the housing process

- ✓ The findings of this study reflect that lack of capacity on the part of
- ✓ Priorities in the housing allocation process are set by the Department of Local Government and Housing
- ✓ Measures exist to monitor allocation of housing to the needy
- ✓ The responsibility for monitoring measures in the housing allocation process lies with the local municipality
- ✓ Community members have a crucial role to play in monitoring the housing allocation process.

## 5.3 RECOMMENDATIONS

As a result of the findings above, the following recommendation have been made for the study:

- ✓ While workshops might have been conducted for few stakeholders participating in the housing process, the results above shows that majority of stakeholders haven't participated in such workshops. Therefore there is a need for broad and inclusive workshops to enhance capacity of

participants in the housing process to play a meaningful process in this regard

- ✓ While there are structures aimed at involving community members in the identification of housing needs in Thulamela Local Municipality, these structures need to be broadened to be as inclusive as possible, as well as ensuring that there are structures in place to involve members of the community in the allocation of housing to the needy who are representative and inclusive
- ✓ While the Department of Local Government and Housing has authority over the housing budget, a decentralized process may be necessary to capacitate local municipalities to implement housing, in order to avoid this centralized process from derailing progress in the housing fraternity
- ✓ The findings of this study reflect that lack of capacity on the part of contractors largely affects housing projects. The competent authorities, in this regard, the Department of Local Government and Housing and the respective Local Municipality, must develop and implement capacity building programmes to curb incapacity on contractors
- ✓ The necessary financial support system needs to be put in place for contractors, in order to supplement contractors' efforts to raise capital to implement housing projects
- ✓ Mechanisms need to be put in place to curb corruption between officials of the Department of Local Government and Housing, and contractors
- ✓ Community members have a crucial role to play in monitoring the housing allocation process, it is crucial that mechanisms are put in place to provide for formal inclusion of community members to participate in the housing allocation process

## 5.4 CONCLUSION

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While this study makes recommendations drawn from the findings, it is required that further in-depth studies be done on areas identified in the findings to help in giving impetus to a holistic approach aimed at improving and capacitating government's capability to deliver social housing.

The recommendation areas are generic area of improvement that may see the social housing process taking a new direction in the country.

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Yours Truly

M. J. Ramulongo  
Researcher



## Appendix 1

### UNIVERSITY OF VENDA

#### OLIVER REGINALD TAMBO SCHOOL OF GOVERNANCE AND POLICY STUDIES

#### SCHOOL OF MANAGEMENT SCIENCES

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**Private bag x 5050, Thohoyandou, 0950**

Thulamela Local Municipality  
Private Bag X 5066  
Thohoyandou  
0950

#### **To whom it may concern**

My name is M.J Ramulongo, a Masters student in the Public Management at the University of Venda under the School of Management Sciences. I am undertaking a research in order to complete my degree. My topic is: Challenges facing local municipalities in the delivery of housing: A case of Thulamela Municipality.

I therefore request you to accord me permission to conduct this study in your institution. Respondents for the purpose of this study include municipal officials, councillors and members of the public. May you please note that this study could assist your institution by providing alternatives to existing mechanism in dealing with challenges facing local government in the delivery of housing: A case of Thulamela Local Municipality.

All participants who will provide information are assured that their information will be handled with confidentiality and strictly used for the study.

Your contribution in this research project is appreciated.

Yours Truly

M.J Ramulongo

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M..J Ramulongo  
Researcher



## Appendix 2

UNIVERSITY OF VENDA

OLIVER REGINALD TAMBO SCHOOL OF GOVERNANCE AND POLICY STUDIES

SCHOOL OF MANAGEMENT SCIENCES

---

Private bag x 5050, Thohoyandou, 0950

Dear respondent

I am conducting a research for Masters Studies in Public Management in the above University, to evaluate challenges facing municipalities in the delivery of housing: A case of Thulamela Local Municipality. As the topic suggests, I seek to evaluate challenges facing local government in the delivery of housing: a case of Thulamela Local Municipality for purposes of providing as much options to the existing strategies and processes of dealing with challenges facing local government in terms of housing.

I would like to request you to assist me in this research by providing full account of your knowledge, experience and views or opinion on the issues I will raise through the questions I will pose to you.

Please feel free to provide the fullest information about what you know and think about the issue under question. The information you will provide will be treated with absolute confidence and will solely be used for purposes of study. That is, provided information will be treated confidentiality without any attachment of names of respondents to it.

I thank you for your positive response.

---

M.J Ramulongo

Researcher

UNIVERSITY OF VENDA  
LIBRARY

### Appendix 3

## Challenges Facing local government in the delivery of housing: a case of Thulamela Local Municipality

### Section A

#### Personal information of respondents

NB: Please, where required put a cross the box next to the appropriate answer

1. Specify your gender?

Female	1
Male	2

2. What is your community background or place of residence?

Rural	1
Urban	2
Semi-urban	3

3. What is your status of participation in the research?

Municipal official	1
Municipal councilor	2
Royal councillors or institution	3
Ward committee	4
Civic organization	5
Contractor	6
Service provider	7
Community member	

4. Are of residence?

Where the project has taken place	1
Elsewhere rather than where the project has taken place	2

Section B

Details or information pertaining to challenges facing local government in the delivery of housing:  
case of Thulamela Local Municipality

NB: Please, where required put a cross in the box next to the appropriate answer

<b>Issues related to challenges facing local government in the delivery of housing with specific case of Thulamela Local Municipality</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>No opinion</b>	<b>Disagree</b>	<b>Strongly disagree</b>
Workshops have been arranged to address lack of capacity of the part of stakeholder	1	2	3	4	5
The Department of Local Government and Housing is the one that identifies a need for housing in a local municipality	1	2	3	4	5
The municipality is involved in the identification of housing needs in its jurisdiction	1	2	3	4	5
Stakeholders are involved in identification	1	2	3	4	5
Councillors within the municipality play a crucial role in determining the need for housing in their respective wards	1	2	3	4	5
The housing allocation process for Thulamela Local Municipality is transparent	1	2	3	4	5
Stakeholders are involved in the allocation of housing to the needy	1	2	3	4	5
There are structures established to involve members of the community in the allocation of housing	1	2	3	4	5
The allocation of houses to local communities is done by the municipality	1	2	3	4	5
The Department of Local Government and housing determines allocation of houses to the community	1	2	3	4	5
Funding for housing is a competence of Department of Local Government and Housing	1	2	3	4	5
The municipality funds its housing needs in its jurisdiction	1	2	3	4	5
The municipality gets involved in the allocation of housing in its jurisdiction	1	2	3	4	5
The municipality gets involved in the allocation of housing in its jurisdiction	1	2	3	4	5
The municipality determine the type of housing they prefer to be built in certain areas	1	2	3	4	5
The department of Local Government and Housing has a prerogative to choose the types of housing they seek to provide	1	2	3	4	5
There are structures established to involve members of the community in the identification of housing needs	1	2	3	4	5
The mechanism for allocation of housing to the needy in the community is administered by the needy in the community	1	2	3	4	5
Priorities in the allocation of housing to the needy are set by the Department of Local Government and Housing	1	2	3	4	5
Measures exists to monitor allocation of housing to the needy	1	2	3	4	5

Monitoring measures in the housing allocation process are a responsibility of the local municipality	1	2	3	4	5
The community has a crucial role of monitoring the housing allocation process to the needy	1	2	3	4	5
Authority over the housing budget by the Department of Local Government and Housing derails progress in the housing fraternity	1	2	3	4	5
Capacity of contractors affects housing projects	1	2	3	4	5
Financial support systems for contractors largely affects housing projects	1	2	3	4	5
Corruption between officials of the Department of Local Government and Housing affects housing projects	1	2	3	4	5