Factors Affecting Delivery of low-cost housing in wards 9 and 12, Ramotshere Moiloa Local Municipality, South Africa

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DECLARATION:

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I hereby declare that this research report (dissertation) is my original work. All secondary material used has been appropriately referenced in accordance with university regulations.

Signature..... Date----------08/12/2021

DEDICATION

This research is dedicated to my late grandmother (Boitumelo Joyce Moote).

Kealeboga koko

ABSTRACT

The study analyses the factors affecting delivery of low-cost housing in wards 9 and 12 of Ramotshere Moiloa Local Municipality (RMLM), in North West Province , South Africa, and to determine how they are being addressed. Furthermore, this study intents at making recommendations contributing towards improving the low-cost housing delivery in Ramotshere Moiloa Local Municipality by identifying factors responsible for its delivery.

For the purpose of this study, the researcher followed the qualitative research methodology, as it is used to study how people feel about certain situations. In this study, the researcher specifically adopted the descriptive qualitative research design. Partially-structured interviews were conducted to gain deeper insight into the phenomenon being studied. The interviews with the municipal officials and provincial officials were held online (virtually) via Zoom, Microsoft Teams and Skype. Interviews with the beneficiaries were done in the comfort of their homes, and Covid-19 safety measures were adhered to. The study population for this research consisted of residents from ward 9 and ward 12 in Ramotshere Moiloa Local Municipality, members of Dinokana traditional authority, the ward councillors, the municipal officials, and the provincial officials. In total 31 participants were interviewed.

It has been discovered in the study that the factors that affect effective delivery of low-cost housing in ward 9 and ward 12 in Ramotshere Moiloa Local Municipality include corruption and nepotism, population growth & unemployment, and illegal sale of the houses.

In terms of corruption and nepotism, according to the participants, houses are allocated to some people because of favouritism and relationships between them and the municipal officials. The other form of corruption alleged to be taking place in RMLM is that officials ask beneficiaries to pay money so that they can be helped to skip the queue, given that the waiting list is so long. With regards to population growth, according to the Community Survey (2016), the population growth in Ramotshere Moiloa local municipality is putting immense pressure on the area. According to Stats SA (2016), the total population in Ramotshere Moiloa was approximately 152 664. RMLM, like the rest of the country, is experiencing strong population growth and unemployment, resulting in high housing demand. It was indicated by one RMLM municipal official that beneficiaries sometimes attempt to sell their houses illegally, and it is not acceptable.

The researcher recommends an increased budget allocation from the Provincial Department to address the housing backlogs in Ramotshere Moiloa Local Municipality. A standard system for housing monitoring and evaluation should be put in place as part of the recommendations. The municipality should also create platforms that allow the communities to raise their concerns regarding the delivery of housing. Various platforms such as social media and the toll-free grievance line are available to address various grievances. The researcher further recommends that education and training about corruption and how to avoid it should be part of any employee induction programme.

List of Abbreviations

BNG	: Breaking New Ground
CBD	: Central Business District
CEF	: Caixa Economica Federal
DBTP	: Decentralized Build Together Programme
DORA	: Division of Revenue Act
GDP	: Gross Domestic Product
HSDG	: Human Settlements Development grant
ICESCR	: International Covenant on Economic, Social and Cultural Rights
IDP	: Integrated Development Plan
IPP	: Independent Power Producers
IRDP	: Integrated Residential Development Programme
MEC	: Member of the Executive Council
MSA	: Municipal System Act
MSDP	: Mass Housing Delivery Programme
MULSP	: Massive Urban Land Servicing Project
NACS	: National Anti-Corruption Strategy
NDP	: National Development Plan
NGO	: Non-Governmental Organization
NHBRC	: National Home Builders Registration Council
NHF	: National Housing Fund
NUA	: New Urban Agenda
PHP	: People’s Housing Process
RDP	: Reconstruction and Development Programme
RMLM	: Ramotshere Moiloa Local Municipality
SSA	: Sub-Saharan Africa
UDHR	: Universal Declaration on Human Rights

UISP : Upgrading of the Informal Settlement programme

VIP : Ventilated Improved Pit

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CHAPTER ONE: BACKGROUND AND INTRODUCTION

1.1 Background to the Study

One of the basic human needs is housing. Despite the scarcity of adequate shelter, the issue still remains a global problem. Many governments provide housing through state-assisted programmes, which are often criticized for ignoring the various aspects of housing need, such as unemployment and inequality (Sabela, 2020). This means these houses are located far from the job opportunities and access to services (education, transport and government facilities (Manomano,2018). Additionally, decent shelter is overwhelmingly thought to be one of the pointers to the degree to which poverty has been alleviated in many countries (UN Habitat, 2016). The delivery of houses simultaneously fulfils important needs and stimulates the economy (Sikota, 2015). This means that the development of affordable housing also stimulates spending and increases employment in the economy, and plays a significant part as a source of income for local government (Wardrio et al., 2011). Housing is one of the basic human needs, and it is graded second after food in the pyramid of human needs (Nahai, 2012). Owning a shelter is described as a life goal, the biggest investment, and a measure of personal success and a commodity guaranteeing the future of a family (Osman et al., 2018).

Adequate housing was recognised as a human right in several international treaties and human rights policies, such as in the 1948 Universal Declaration of Human Rights and in the 1966 International Covenant on Economic, Social and Cultural Rights (Chirwa, 2018). Despite the fact that this right occupies a prominent position in the international legal system, well over a billion people lack suitable housing, and because of the significance attached to housing, the United Nations has suggested that access by all to satisfactory, protected, reasonable housing, and upgrading of slums, ought to be accomplished by 2030 (Kamla, 2016). The right to access adequate housing includes more than just a shelter, but incorporates various components, for example, security of residency and access to fundamental basic services and facilities such as water, electricity, and sanitation (Manomano, 2018). Housing should be reasonable and culturally acceptable. It must be protected and well located and be socially satisfactory. In addition, housing is important as it fulfills a wide range of human needs (Massey & Gunter, 2019). Shelter is important as it protects and provides a place to sleep, relax, eat, and raise a family. This is also supported by The Fuller Center for Housing (2014), by stating that housing does not only mean a roof over one’s head, but it also includes privacy, enough space, adequate security, stability, and durability.

Through various policies and legislation, South Africa has been working on addressing its housing challenge (Mkhwanazi et al., 2019). The government introduced a housing programme which included subsidies for low-income households referred to as Reconstruction and Development Programme (RDP) (von Seidlein et al., 2019). The basic housing component of the South African government's housing programme was ensured through the construction of houses. This programme, which began in 1994, involved the laying out of land and the installation of water and sanitary services. Through the programme, the government was able to build over a million new houses from 1994 to 2003(von Seidlein et al., 2019). By 2010, this figure had reached almost 2.8 million units (The Fuller Center for Housing, 2014). Despite these achievements, more recent figures show that there have been shortcomings in the delivery of houses in South Africa (Makgobi et al., 2019). According to reports, the housing backlog currently stands at 2.3 million homes, and is expanding at a rate of roughly 178,000 homes each year (Hartmann, 2018). Despite the government's efforts to address the housing crisis, persistent issues remain a common denominator for many South African households. This is despite the fact that many of those who are in need of housing have government-provided homes (Hartmann, 2018).

As a consequence of poor delivery of housing and other services in South Africa, protests have been widely occurring in recent years (Mamokhere, 2019). Members of the community protest against the poor housing delivery in their communities. They are demanding that these issues be addressed. They are raising their voices for various issues, such as access to education, healthcare, and sanitation (Nkomo, 2017).

However, deficiencies in housing provision have not only been experienced in South Africa. This is demonstrated by the circumstance that, in spite of the significance attached to housing programmes in many African countries, government subsidy programmes have done little to increase housing accessibility and affordability on an extensive scale (Massey & Gunter, 2019). For instance, during the course of more than four decades, the Federal Housing Authority of Nigeria failed to meet its target of providing over 250,000 units in 2012(Massey & Gunter, 2019). In 2009, the government of Cameroon allocated 50 million US dollars to build 10,000 social housing units, despite the ambitious targets, less than 1,500 units were constructed as of 2015 (Stocking of the Housing Sector, 2015). Despite the government's ambitious plans, only 1,175 units were built as of 2015, moreover, 80% of Cameroon’s population cannot afford the houses (Stocking of the Housing Sector, 2015).

1.2 Statement of the Problem

With regard to its apartheid laws, which limited movement and place of residence for most of the country's population, the history of South Africa continues to impact on housing accessibility, availability, and affordability, particularly in the case of the poor (Totaforti, 2020). A serious absence of planning and development in the provision of low-cost homes demonstrated the apartheid's government disregard for the housing needs of the large population of impoverished black people (Ngwenya, 2016). The degree of the housing challenge is associated with the continuous demand for housing and the increasing number of people who live in informal settings (The Fuller Center for Housing, 2014). Morudu (2017) also notes that many people in South Africa still lack access to basic housing facilities such as good air quality, ventilation, and clean water, which should be components of decent housing. The problems in the delivery of low-cost housing in South Africa persist, even though the post-apartheid government has tried to address them by developing policies and passing legislation to facilitate housing delivery. For example, eThekwini's backlog in low-cost housing is due to the failure of the Republic of South Africa's Department of Human Settlements to pay its bills (Ndaliso,2018). In 2017, the city delivered 3,591 new houses against a demand of 400 000 houses (Chaskalson,2017). However, some of the houses were sub-standard and some were not completed. Some RDP houses were leased or rented out, while others were devastated by natural disasters and to date have still not been repaired. One opposition council member reportedly said that 3 161 houses were delivered in 2018 (Chaskalson ,2017). This was 430 units less than the previous year, and in effect, the budget remained underspent (Ndaliso, 2018). In some cases, perceived unfairness in the allocation of low-cost houses has been a source of dissatisfaction. Mabena (2019) reports that the residents of Cyferskull in the North West Province expressed their unhappiness because they believed that the process used to allocate 100 houses in their area was unfair. According to them, many people who were poorer and more deserving were overlooked, to the benefit of less deserving people. This incident illustrates the multifaceted nature of the problems affecting the implementation of housing programmes in South Africa.

In Ramotshere Moiloa a worrying factor in the municipality is that there is high number of informal houses that have increased from 4 817 in 2011 to 7 262 in 2016(Ramotshere Moiloa Local Municipality-Integrated Development Plan, 2020/2021). The mushrooming of informal settlements is worrying because they are normally accompanied by illegal occupations. Households in RMLM are relatively poor with almost 14, 66% earning no income at all. 93, 90% of the households earn less than R12 800/month. Against this background, this study seeks to investigate the factors

influencing the effective delivery of low-cost housing in Ramotshere Moiloa Local Municipality (RMLM), in the North West Province of South Africa.

1.3 Aim of the Research.

The aim of the research is to analyse the factors affecting low-cost housing delivery in Ward 9 and Ward 12, Ramotshere Moiloa Local Municipality.

1.4 Research Questions

Following from the research problem, the study seeks to answer the following questions:

- What type of policy and legislative framework are in place in South Africa, nationally, provincially, and locally, to facilitate the delivery of low-cost housing, and is the housing programme in the area in line with the framework?
- How effective are the administrative structures responsible for low-cost housing delivery in Ramotshere Moiloa Local Municipality ?
- To what extent do budgetary constraints impact the delivery of housing in the Ramotshere Moiloa Local Municipality?
- What are the socio-political dynamics affecting the delivery of low-cost housing at the Ramotshere Moiloa Local Municipality?

1.5 Objectives of the Study

To answer the research questions the researcher will be guided by the following specific objectives:

- To analyse the policy and legislative framework in place in South Africa, nationally, provincially, and locally, to facilitate the delivery of low-cost housing, and to determine the alignment between the framework and the housing programme in the area.
- To examine the effectiveness of the administrative structures responsible for low-cost housing delivery in Ramotshere Moiloa Local Municipality.
- To determine the extent to which budgetary constraints impact the delivery of low-cost housing in the Ramotshere Moiloa Local Municipality.
- To analyse the socio-economic and political dynamics affecting the delivery of low-cost housing in Ramotshere Moiloa Local Municipality.

1.6 Significance of the Study

This study aims at contributing to a better understanding of the factors affecting the delivery of low-cost housing in Ramotshere Moiloa Local Municipality. The understanding derived from this study may be useful in other areas as well, by contributing towards solving low-cost housing delivery issues. The significance of this study is, therefore, to add to the body of knowledge relating to housing delivery, not only in Ramotshere Moiloa Local Municipality but in other areas as well.

The findings of the study are intended to inform policy development at different levels of government: national, provincial and municipal. Hopefully, the recommendations of the study will help government officials gain a clearer perspective on how the relevant policies may be improved, for the benefit of the people in need of low-cost housing in Wards 9 and 12, in Ramotshere Moiloa Local Municipality, as well as in other areas.

1.7 Study Area

The North West Province has four district municipalities; these are Dr. Kenneth Kaunda, Ngaka Modiri Molema, Ruth Segomotsi Mompati, and Bojanala Platinum. Ramotshere Moiloa is one of five local municipalities in Ngaka Modiri Molema District Municipality. The other local municipalities in the district are: Mahikeng, Ratlou, Ditsobotla, and Tswaing. Ramotshere Moiloa Local Municipality is made up of 12 wards. According to Stats SA (2011), the total population of the North West Province is 3,509,953. Ngaka Modiri Molema District Municipality has a total population of 842,699. The total population is 107,339 in Ratlou Local Municipality and 291 522 in Mahikeng, according to the Census (2011) report. The total population of Ditsobotla Local Municipality is 168 902, and 124 218 for Tswaing Local Municipality. Lastly, RMLM has a total population of 150 713 (Stats SA, 2011). The study will be conducted in Ward 9 and Ward 12 of the Ramotshere Moiloa Local Municipality.

According to Stats SA (2011), in terms of education, most of the population of the municipality have had formal schooling. Only 15.5% of the residents have no education, whereas about 28.8% have matric and 5.8% have at least higher education. Poverty in Ramotshere Moiloa Local Municipality reduced from 13.2% in 2011 to 13.0% in 2016. The 2016 community study showed that Ramotshere Moiloa Local Municipality has 48 070 households, an expansion of 6 715 families since the 2011 registration, while the family size declined from 3.5 to 3. Most of the families in the local municipality live in formal houses, while 2 461 families remain in shacks. Access to toilets remains a problem in the municipality where the greater number of families utilise Ventilated

Improved Pit (VIP) or pit toilets. Around 16 505 families have access to flush toilets, while 2 108 do not have any toilets (Stats SA, 2016).

1.8 Preliminary Literature Review

It is worth emphasising that housing has been a dominant challenge in the world. According to Ngwenya (2016), one billion people still need satisfactory shelter and are living in unsuitable conditions of poverty, more especially in developing countries and in rural areas of low-income parts of Asia, Africa and other least developed areas. For instance, industrialisation and urbanisation, particularly in China, resulted in very fast population growth in cities. House prices rose so high that people with no income or a low income living in urban areas could not afford to purchase their own houses. To ease their housing difficulties, houses that are affordable have been built in China. Yet, the unfair distribution of these houses failed to complete the objectives and goals of this Programme (UN-Habitat, 2016). There is a breach between the high-income groups and the low-income groups when it comes to buying houses (UN-Habitat, 2016), in the sense that people with a high income have the funds to buy properties, whilst for those with a low income it is a strain for them, as they cannot afford to buy. Many countries have their own affordable housing policies, simply because the issues of housing cannot be the same for all countries (Metcalf, 2018). In some countries, success has been achieved in the delivery of low-cost housing. For example, in the United States and Canada, local governments seem resolutely dedicated to growing the accessibility of affordable housing through numerous ideas of subsidy programmes (Schuetz, 2019). However, in other countries, problems continue to be experienced. For example, In Brazil, various housing projects have been implemented at the federal level. These include the construction of housing estates in various cities (Santoro, 2019). However, the problems related to the lack of housing have not been fully solved. The high prices and interest rates that developers charge for loans are still a barrier to entry for low-income individuals.

The difficulty of accessing land is a major factor that contributes to social inequality and the widening wealth gap in Brazilian cities (Siqueira-Gay & Sanches, 2019). The high prices of urbanised land in Brazilian cities results in population discrimination by income strata, causing many to seek shelter in remote places with unsafe public amenities, and it is the poorest who suffer the largest costs for transport and access to services (Monteiro & De Rezende Vegas, 2017).

In sub-Saharan Africa (SSA), the lack of basic infrastructure such as electricity and water supply, and the high cost of building houses in areas that do not have these connections, are some of the factors that make it difficult to build decent houses (Stocking of the Housing Sector, 2015). The scarcity of certain inputs, such as land and utilities, increases the cost of living for all residents. This is especially true for lower-income groups and middle-income individuals (Stocking of the Housing Sector, 2015). Formal housing remains expensive in SSA for most households, due to the lack of funds. This affordability gap is worsened by the various weaknesses in the housing market such as the lack of land and the construction costs (Finmark, 2013).

It is understood In South Africa that ,National, provincial and local government share the vision of creating sustainable human settlements in which social, economic and community life can flourish (The Rental Housing Strategy,2010). Yet, housing prices are usually beyond the buying capabilities of underprivileged households. Not being able to afford a housing unit results in the poor having to find unusual resolutions to their housing challenges, and in many instances these solutions are illegal. Similarly, most of underprivileged without decent housing find it challenging to independently deliver their own housing needs (McGaffin, 2018). They sometimes find land and build a shack in the remote areas resulting in an informal settlements. Squatter camps are dangerous in the sense that there is a lot of crime happening, there is no electricity in most of the squatter camps, so they use candles for lighting, and firewood to cook or to boil water and to keep themselves warm, which can be dangerous(King et al, 2017). When one shack catches fire, the whole squatter camp will burn as the shacks are too close to one another (King et al., 2017). Ngwenya (2016) and Chakuwanba (2010) also stated that living conditions are very poor and can lead to the spread of diseases and other health risks. Housing is one of the fundamental needs of human living. It gives protection and security, a place for individuals to live, and it shields them from extreme weather conditions. This implies that houses give better security against crime and they give insurance against environmental factors. There are also problems of housing delivery in big cities. For example, the lack of affordable housing in Cape Town's Central Business District (CBD) and surroundings has been an issue that has caused more and more of a stir over the last few years. House and flat prices in the CBD are some of the highest in the country, making it impossible for many low-income earners who work in the area to live in the vicinity (Andersen, 2017).

Lack of policy application knowledge is viewed as being at the top of housing delivery difficulties in South Africa. According to Sikota (2015), insufficient resource allocation, the under-spending of housing budgets due to capacity constraints, lack of suitable land, and financial constraints are

also acknowledged as the key issues that influence the slow rate of housing delivery. In the South African setting, the government is conscious of this reality and thus is dedicated to have a housing programme that identifies the income levels of households. According to Curry (2017), though the South African Housing System provides deserving households with a free house, there are challenges in the implementation of the scheme. In general, both developed and developing countries have had numerous kinds of public housing systems to assist the underprivileged and low-income households (Equere et al., 2020), and complications have been realised throughout the housing development process.

According to Mnisi-Mudunungu (2011), a shortage of decent housing may significantly affect the emotional and psychological development of both adults and children. Issues such as favoritism, local politics, corruption, the policy gap, illegal occupation of houses, and lack of capital are viewed as some of the contributing issues to the problem. McGaffin (2018) identifies inadequate information and lack of transparency as the key causes of community anger and protest.

1.9 Theoretical Framework

The three theories which are often used to analyse the delivery of housing are: the neo-classical theory, the neo-Marxist theory, and the structuralist theory (Taruving & Mooya, 2016). In this study, the structuralist theory will be used as the theoretical framework. This theory argues that the actions and behaviours of individuals are influenced by the structure of society (Bahmani, 2016). The concepts of power, production and capital accumulation, class, and conflict, form the basis of the structuralist theory (Maxwell, 2015).

Production and capital accumulation of low-income housing vary depending on the rate of capital formation, and the volume of savings through various means, such as banks and credit institutions (Lanuza, 2016). In so far as power is concerned in the housing market, different players have different capabilities or power to influence the delivery of, or access to, housing. The differences may rise from unequal opportunities or access to resources, and differing beliefs and political relationships can give an advantage over market participants (Lanuza, 2016).In terms of conflict, there might be some misunderstanding and fights among the different stakeholders involved in housing delivery (Bahmani, 2016). This might delay the process of housing delivery as it will be difficult to reach agreement about housing delivery among these stakeholders. Arguments such as who should receive a low-cost-house, and when and how, can arise during the discussion about delivering houses.

1.10 Research methodology

Research methodology is a systematic way to solve a problem. It is a science of studying how research is to be carried out. Essentially, the procedures by which researchers go about their work of describing, explaining and predicting phenomena are called research methodology. It is also defined as the study of methods by which knowledge is gained. Its aim is to give the work plan of research (Goundar,2012). For the purpose of this study the researcher followed the qualitative research methodology because this methodology explains the in-depth understanding of what people experience (Merriam & Grenier,2019). It is more about getting information from the people and it is better able to give a description and interpretation of social reality (Louw, 2014).

In this study, partially-structured interviews were used to collect data and to gain deeper insight and understanding of the phenomenon being studied. Partially-structured interviews involve a situation where the researcher asks the same set of questions to different participants but also has the option of asking different follow-up questions depending on how the interview goes with each person (Mills & Birks, 2014). Thematic data analysis was used in the study. This is a type of analysis which identifies key themes in the data and uses them as a basis of interpreting the findings (Pal, 2017).

1.11 Structure of the dissertation

Chapter One

The chapter provided the background to the study, the statement of the problem, the research questions, and the objectives of the study. It further explained the importance of the study and discussed the research methods. The chapter also contained the preliminary literature review and the description of the study area.

Chapter Two

This chapter explores the literature dealing with issues relating to housing policies and programmes in different countries, especially as they relate to low-income housing. Challenges faced in delivering housing to this group are discussed. The South African experience is reviewed against the background of the experiences of other countries. The theoretical framework is also presented in this chapter.

Chapter Three

Chapter Three is about research methodology. The researcher deliberates the research methodology which was adopted in the study in greater detail, the research design, the data collection methods, sample size, data analysis, and ethical considerations.

Chapter Four

This chapter focuses on the analysis and the interpretation of the data collected.

Chapter Five

This chapter provides a summary of the discussion in the different chapters, presents the findings of the study and makes recommendations based on the findings.

CHAPTER TWO: REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter discusses the factors which affect the delivery of housing programmes in different countries. It will cover the international and regional protocols that impact on the provision of housing, and give examples of housing delivery efforts in Brazil, and Namibia as well as Zimbabwe. Furthermore, the chapter addresses the factors that affect the delivery of housing in South Africa. These include the legislative and policy framework, as well as available housing programmes. Lastly, the theoretical framework to be applied in the study will be discussed.

2.2 International and Regional Protocols relating to housing.

According to Article 25(1) of the Universal Declaration on Human Rights ('UDHR'), everybody has the right to a good standard of living, good health as well as the well-being of themselves as well as their families, which includes food, shelter, and access to medical facilities as well as other social services. Furthermore, everyone has right to feel safe, including the right to safety during difficult times such as sickness, unemployment, widowhood, old age, disability or any terrible condition that is outside his or her control (Leijten & De Bel, 2020). This is also shown in Article 11(1) of the International Covenant on Economic, Social and Cultural Rights ('ICESCR'). It defines housing as the right of everyone to a conducive standard of living for himself as well as his family, emphasising suitable housing. In more detailed terms, the (Revised) European Social Charter, for instance, necessitates the states to take action to encourage access to housing of an adequate standard, to reduce and prevent homelessness with a view to its gradual removal, and being made available to those short of adequate resources (Gronowski, 2019). Other international human rights agreements have since documented or referred to the right to adequate housing or some elements of it, such as the protection of one's home and privacy (Gronowski, 2019).

The UN's Human Settlements Programme aims to promote the sustainable development of cities and towns worldwide (UN-Habitat, 2008). It is the central point of discussion for all issues related to urbanization and human settlement within the United Nations system. The UN-Habitat aims to create well-planned, efficient, and well-governed human settlements and cities. It provides adequate housing and infrastructure, as well as opportunities for employment and basic services. Despite the central place of this right in the global legal system, over a billion people are not appropriately housed (Arcilla, 2018). Around the world, millions of people live in overcrowded slums, informal settlements, and life-threatening conditions which do not support their rights and

dignity (United Nations Human Rights Report, 2018). In 2010, the UN's urbanization report noted that the rate of urbanization is accelerating globally at a rapid and unprecedented level. According to the report, by 2050, the number of people living in urban areas is expected to double, which will have immense challenges in terms of housing, employment, infrastructure, and basic services (UN-HABITAT, 2016). Urban areas in Asia have the highest population (2.11. billion), followed by Europe, Africa and Latin America. About half of the world's urban population is in Asia (UN-Habitat, 2016).

2.2.1. Living conditions and commitments from governments

According to the United Nations Humans Rights Report (2018,) in total, there are around 883 million people living in informal settlements around the world. In Asia, about 520 million people are in these areas(United Nations Human Rights Reports, 2018). In sub-Saharan Africa, many people live in informal settlements known as slums. In Latin America and the Caribbean, the approximate number is 21 per cent (United Nations Human Rights Report, 2018). Conditions in these settlements are often inhumane (Nkonki-Mandleni et al., 2021). Many people in overcrowded houses lack access to clean water and sanitation, which can cause life-threatening illnesses (United Nations Human Rights Report, 2018). Goal 11 of the Sustainable Development Agenda for 2030 urges states to upgrade slums. This is attached to the overall commitment to ensure that all residents have access to safe and affordable housing by 2030 (United Nations Human Rights Reports, 2018). Many of these constitutions protect the right to have adequate housing, while others outline the state's obligation to ensure that all citizens have access to adequate living conditions (Housing Rights Watch, 2013). Various courts have also handled cases related to the enjoyment of housing. Some of these include forced evictions and discrimination in the housing sphere (UN-Habitat, 2008).

Through the 2030 Agenda, the world's governments have committed to address the causes of poverty and inequality, and to provide opportunities to improve the lives of people by realizing the right to adequate housing and the enhancement of their living conditions. Through target 11, countries committed to ensure that by 2030, they will have the basic infrastructure and human resources to improve living conditions for all (Arnold, 2017). According to Arnold (2017), The Vancouver Declaration on Human Settles (Habitat 1) of 1967 calls for action to improve the conditions of human settlements. In Habitat II, governments committed to ensuring that the right to adequate housing is fully enjoyed as it is the key to meet the growing needs of urbanization. The Habitat III and the New Urban Agenda aim to provide adequate housing for all by 2030. These

two documents are aimed at overcoming the challenges of climate change, poverty, and inequality (Leijten & De Bel, 2020)

2.3 Housing in developing countries

Housing is one of the basic human needs: the World Health Organization defined it as a residential environment which includes, in addition to the physical structure that man uses for shelter, all necessary services, facilities, equipment and devices needed or desired for the physical and mental health and social well-being of the family (Brueckner et al., 2015). It is estimated that around 40% - in some cases, 75% - of the population of fast-growing cities in developing countries is housed in squatter settlements without basic services (Brueckner et al.,2015). Cities are growing at an unexpected and exponential rate, often not aligned to the urban planning and development. Housing is one of the most basic of human needs. Provision of houses through the creation of mortgages is taken for granted in developed countries; however, it remains a major challenge in developing countries, especially in sub-Saharan Africa(Akeju, 2007).Having access to quality affordable housing is fundamental to reduce poverty, improve equal opportunities and guarantee a sustainable growth. For this reason, it became the objective of UN Sustainable Development Goals (SDG) number 11 (Akeju,2017). The aim, by 2030, is to put housing at the centre of specific policies to reduce drastically the quantity of people living in conditions below the minimum standards (Brueckner et al., 2015).

This section discusses housing in developing countries such as Brazil, Namibia as well as Zimbabwe specifically . These three countries (one in South America and two in Southern Africa) are used as examples to show that, generally, developing countries have policies and legal instruments to address housing issues, which demonstrates the significance they attach to the delivery of adequate housing for all their citizens.

2.3.1 Housing in Zimbabwe

After Zimbabwe gained its independence, the government implemented programmes that were intended at accomplishing economic independence on numerous economic sectors of the country (Makunde, 2016). The goal has been to provide equal distribution of resources and decent affordable housing in areas where there is a shortage of them (Mutekede & Sigauke, 2007). After realizing that the private sector alone could not fulfil the programmes for human settlement, the government decided to promote collaborations among various entities, such as the private, public, and community-based organizations (Paradza & Chirisa, 2017).The following policies were

implemented: the Homeownership Policy, the National Housing Fund Policy, and the Aided Self-Help Policy (Chigara et al., 2013).

Homeownership Policy

According to Rakodi (1990) in 1982, the government established a homeownership policy aimed at helping black citizens own homes. This programme was one of the first efforts to rescue the disadvantaged individuals in the country. Homeownership was implemented as the main form of tenure (Mutekede, 2007). Before 1980, most of the houses in most developed areas were rented out as accommodation. The remaining 10% were given to middle-class black earners on the basis of their freehold title (Average, 2019). After 1980, local authorities had to change the terms of the rental agreements of the houses built before 1980 to homeownership rent-to-buy agreements (Makunde, 2016). This programme allowed thousands of low-income individuals to own and improve their houses. It also reduced the maintenance costs for the local authorities. The goal of the homeownership scheme was to provide a secure and long-term future for residents of urban areas and to stimulate the participation of low-income individuals in the housing market (Mutekede, 2007). According to Joppa (2018), despite the introduction of the policy, the demand for urban housing kept on rising. Furthermore, the rental housing stock decreased as more houses were converted to homeownership. This led to an increase in the prices for urban houses, which later affected the low-income earners due to lack of affordability (Joppa, 2018).

The National Housing Fund Policy

The National Housing Fund was also recognised in 1982 to support housing ownership. However, the fund failed to develop into a viable revolving fund that could be self-sustaining (Joppa, 2018). One of the reasons is that the annual budget allocations were insufficient to meet the requirements of local authorities (Siwawa, 2018).The National Housing Fund (NHF) issued low-interest loans and grants to local authorities for the development of housing infrastructure and housing construction (Siwawa, 2018), meaning that the fund was financed directly by the government. The fund also provided loans for rural housing between 1982 and 1995 (Moyo, 2014). According to Joppa (2018), the National Housing Fund provided affordable loans to low-income families at an interest rate of 15%, which could be repaid over a period of 25 years, a rate which is much lower than the market interest rate that exceeds 200%.

The National Housing Fund was criticised for many reasons, which included poor repayment. A large number of authorities who borrowed money from the NHF were unable to pay back the money as required. Another criticism relates to bureaucratic inefficiency (Makunde, 2016). The

organisational gaps in the distribution of funds to local authorities resulted in difficulties in ensuring that the funds were released during the time of need by local authorities. This delayed the implementation of the already-planned housing projects (Average, 2019).

Aided Self-Help Policy

Through help from the central government and the local authorities, this Policy focused on aiding homeowners with technical training, administrative assistance as well as financial assistance, in order for them to construct their own homes (Taruvinga, 2019). Families were encouraged to have individual savings to promote independence. This was the most-used housing policy in Zimbabwe to develop low-cost housing. However, the policy was not effective as homeowners opted to do private construction and hired small-scale builders (Joppa, 2018). Most of the earlier beneficiaries managed to overestimate their properties and attempted to build advanced and bigger houses. As a result, most of the later homeowners were advised to "start small," that is, to complete at least one room and a toilet before building other rooms (Makunde, 2016).

2.3.2 Housing in Brazil

There are two important role players in the housing crisis, the government and the members of civil society in Brazil. The government has responded to the housing shortage by drafting legislation that aims to improve access to land and to build more-affordable houses (World Economic Forum, 2019). According to UN-Habitat (2016), the legal framework behind Brazil's approach to access to housing is very progressive, and has come about because of years of mobilization and negotiation by social movements during the early 1980s, as the country was democratizing. This framework is designed to provide relief to the disadvantaged in a country where land ownership has historically been concentrated in the hands of a wealthy few. The 1988 Constitution of Brazil was written with the express purpose of ensuring fundamental rights to all citizens, regardless of race, religion or age, and reducing inequalities arising from these differences. The Constitution has a definite social bent, stating the eradication of poverty and the promotion of well-being of all citizens as essential goals. Access to land and housing are tackled with these principles as a background (Arellano et al., 2016). According to the Brazilian Constitution, Article 6, housing is a fundamental right that all citizens must have. Housing rights are guaranteed to the extent that housing-related legal assistance is guaranteed by the state to those who can prove a lack of funds (Arellano et al., 2016). Article 182 of the Constitution states that all municipalities must develop a master plan that sets out their goals and vision for their land.

One of these master plans is Urban Adverse Possession, which allows families who have inhabited a piece of land for over a certain period, who are low-income, and own no other property, to take possession of the land they occupy (Mesquita & Kos ,2017). This is a method of ensuring security of tenure for the most vulnerable members of society, who are forced to live in slums or irregular or self-built settlements. City statutes direct municipalities to guide and manage urban development in cities by creating participative master plans (Koury, 2019). One of the focuses is protecting the rights of those living in informal settlements by providing security of tenure and improving infrastructure. The master plan is meant to be democratically created, with participation from civil society in setting its goals (Mesquita & Kos, 2017). 'My House, My Life' is a Brazilian government programme that aims to build affordable houses (Acolin et al., 2019). The programme has already delivered over 2 million homes. It has been estimated that the cost of the project was around 85 billion US dollars (Mesquita & Kos, 2017). The housing units or apartments are constructed by contractors who are selected by the Caixa Economica Federal (CEF), a Brazilian federal savings bank, which in partnership with the government, offers low-income families favourable conditions for the financing of their housing needs (Mesquita & Kos, 2017). Since the programme was launched, various studies have been conducted on the impacts of constructions on the environment and society as a whole (Mesquita & Kos, 2017), with some people highlighting their negative aspects. For example, it has been suggested that most of the architectural typologies of "My House, My Life" are defined by predefined user profiles. It is based on standard solutions and is defined from a general concept (Acolin et al., 2019).

These restrictions, it has been suggested, leave slight room for creativity and choice to contribute to the improvement of both urban and architectural spaces (Koury, 2019). The argument is that, by following the same minimum standards for every house, it strips the freedom and comfort of those who are not part of the family. The Brazilian government's housing programme has been criticised due to its energy efficiency and environmental impacts (Acolin et al., 2019). It has also been suggested that one of the biggest challenges facing architects and urban planners in today's cities is their social and transformative role in society (Mesquita & Kos, 2017). These views are reflective of the reality that, in Brazil, it is very challenging to find affordable housing.

2.3.3 Housing in Namibia

Namibia gained independence from the South African apartheid regime and thereafter, its government sought to address the social welfare imbalances that were still present in the country (Gabone, 2017). Human settlements were segregated by ethnicity under the apartheid regime.

The black and coloured communities resided in areas that lacked basic infrastructure and services. To address these problems, the government identified housing, which is a fundamental right, as a key component of social development (Mwilima & Fleermuys, 2011). The shortage of affordable housing in Namibia is not only limited to the city of Windhoek but affects the entire country. Most of the people who are affected by lack of affordable housing are the less-privileged members of the population (Kaulihowa & Kamati, 2019).

Housing is a key priority area in many national legal and policy frameworks (Kaulihowa & Kamati, 2019). Although the Namibian Constitution does not protect the right to housing, its provisions on welfare and privacy are still very important (Katoole, 2018). Nevertheless, Vision 2030 states that all Namibians should have access to adequate housing and basic infrastructure services (International Labour Organisation, 2003-2004). Despite the various regulations and programmes that the Namibian government has put in place to address the housing shortage, the pace at which affordable housing is being delivered has been slow (Chitekwe-Biti,2018). The programmes have also faced various problems, such as quality issues, mismanagement of funds, and rising costs (Chitekwe-Biti, 2018). These programmes, amongst others, include the Mass Housing Delivery Programme (MSDP), National Housing Enterprise, Decentralised Build Together Programme (DBTP) and the Massive Urban Land Servicing Project (MULSP) (Katoole, 2018).

2.4 Factors affecting housing delivery in developing countries

There are different factors affecting the delivery of houses in different countries. Amongst others the following will be discussed: poor infrastructure and services, *Poor Promotion of community participation and self-help, Exorbitant Prices of Building Material, Land Inaccessibility, Financial and mortgage systems and Corruption and Bureaucracy*

Poor Infrastructure and services

It has been proved that the advancement of infrastructure (mainly roads) and services (electricity, water) in most developing countries for both urban and rural areas has been difficult (Njogu, 2021). Most developing countries have a lack of financial strength to enable them to provide service to all areas (United Nation, 2016). In addition, Average (2019) and Ajayi (2017) note that most low-income families live on land where there is poor service delivery, and large capital outlay is required to provide it.

Poor Promotion of community participation and self-help

Many governments in the developing world have been willing to address the challenges of housing problems that are affecting the low-income earners by opting to provide ready-made houses. This approach is not effective and has resulted in many failures (Bredenoord, 2016). On the other hand, low-income earners have shown interest to contribute to the housing provision process if they are provided with support, such as community empowerment and training towards sustainability of the houses (Maphosa, 2019). In Namibia, for example, if ordinary people are provided with the right support, which includes being part of the planning stage, being involved in community projects, provision of resources, as well as training and mentorship from the government and other players, they can have a bigger impact on the housing sector (Bredenoord, 2016).

Exorbitant Prices of Building Material

Building materials are sometimes imported which makes them more expensive because of different currencies from country to country, and global inflation (Ajayi, 2017). According to Onubi et al. (2021), in Nigeria, for instance, due to the high cost of building materials in the country, many of the residents are not able to afford to them (Ajayi , 2017).

Land Inaccessibility

According to Agyemang and Morrison (2018), unavailability of enough and affordable land for development of low-income housing is one of the significant challenges in attaining the goal of housing for all. Land in urban communities has become very costly and unaffordable for low-income earners due to the increasing urbanisation in many developing countries such as Namibia, Tanzania, and Zimbabwe (Kavishe & Chileshe, 2019). As a result, low-cost housing projects have been constructed far from city centres where there are poor social services such as schools, and hospitals, no clean water, and where roads are poor (Kavishe & Chileshe, 2019).

Financial and mortgage systems

According to Kagan (2021), a mortgage is a loan that is used to purchase or maintain a home or land in real estate. There is a limited supply of financial aid for low-income individuals in low-income countries. Most of the time, these individuals are not able to obtain finance for their housing needs due to the harsh conditions in the commercial market (Ajayi, 2017).

Corruption and Bureaucracy

According to Mukhtar (2016), there are twenty-one measures to be adopted in order for housing to be distributed, and the whole process can last up to 274 days, which rates as one of the longest periods in both developed and developing countries. This shows the bureaucratic nature of measures associated with Nigerian land administration practices, which impacts negatively on the delivery of housing (Ugonabo & Emoh, 2013). According to Siwawa (2018), corruption is considered one of the main factors that affect the provision of housing and infrastructure in Zimbabwe. This issue has negative effects on the construction of new housing projects and maintenance of the existing infrastructure. Similarly, in South Africa, the RDP housing policy is not always effective and working fairly for the low-income earners. Sometimes beneficiaries are forced to wait for more than 10 years to get a house. In some instances, people who have already been granted houses rent them out and move to stay in shacks (Mabuya & Scholes, 2020). Spouses or relatives sometimes re-apply for a house and, in some cases, get granted another house. In addition, while the government is trying to improve the fair system of housing delivery, some of its officials are corrupt and easily bribed by the desperate individuals who have been waiting for houses over many years (Tissington et al., 2013).

2.5 Legislative and policy framework in South Africa

The right to adequate housing is protected in the Constitution of the Republic South Africa Act 108, of 1996. The state must implement fair legislation and other measures to ensure that this goal is met. In this regard, no homeowners should be requested to evacuate their homes, or have their homes demolished without consideration of all the relevant circumstances. Based on these provisions, the Cabinet released the Breaking the New Ground (BNG) policy document for low-cost housing in 2004. The goal of the BNG's policy document was to define a comprehensive plan for the sustainable development of human settlements over five years (Ziblim et al., 2013). This policy aimed to eliminate informal settlements in South Africa in the shortest period. The goal of the BNG was to improve the quality of housing by increasing the number of well-located houses of acceptable quality (Tissington,2010).

The Government's main housing objective is to focus on housing development, which Section 1 of the Housing Act, No. 107 of 1997 explains as the creation and preservation of comfortable, stable and safe residential accommodation, furthermore the act ensure sustainable and private and public residential environments, that guarantee feasible households in areas permitting access to economic opportunities and social services such as health, education etc

(Ngxubaza,2010). In these areas, the citizens should have access to adequate housing facilities and services, such as electricity and water, adequate protection as well as privacy from the internal and external elements should not be compromised. This objective is achieved through the implementation of national housing programmes. The National Housing Code of 2000 has procedural guidelines in place for the execution of various housing-related issues (The National Housing Code, 2000). The Code forms the basis on which various local and provincial governments in South Africa execute their housing development programmes. It contains the housing objectives for rural and urban communities (Zungu,2016). The National Housing Code is a set of guidelines for the development of national housing programmes. It was first published in 2009.

2.6 Housing Programmes in South Africa

The National Housing Code of 2009 sets the policy principles and procedures related to the various housing programmes of the Government, and also the standards and norms which apply to these programmes.

Integrated Residential Development Programme (IRDP)

During apartheid, many low-income households were still located in urban suburbs. Despite these conditions, they still lacked basic social and economic amenities. This is one of the reasons why this programme was introduced in 2009, to promote the concept of an integrated human settlement. It can be done through the establishment of well-located urban areas with good connectivity and access to urban amenities, markets, and the workplace (Fieuw & Mitlin, 2018). Through the Integrated Residential Development Programme, the government aims to provide land acquisition and the presence of various land uses, such as schools and health facilities, for the residents of different income groups (The Republic of South Africa, Department of Human Settlements, 2010). The IRDP can be performed in a single phase or in phases The first phase would provide support to the services provided by the government, while the second phase would provide houses for low-income individuals, and the stands can be sold to those individuals who do not qualify for low-cost housing, to be utilised for different purposes (The Republic of South Africa, Department of Human Settlements, 2009).

According to the IRDP (2009) cited in Tissington (2011) South African housing programmes primarily focus on the development of subsidized housing. However these housing programmes fail as the strategies and especially the procedures adopted for their execution are incompatible

with lower income groups. Therefore the objective of housing programmes which is to provide sufficient scope for area-wide settlement planning is not achieved. This results in housing initiatives that fail to integrate different housing price ranges and commercial and social amenities.

Upgrading of Informal Settlements Programme (UISP)

The existence of informal settlements in South Africa has received increasing national attention. Despite the delivery of government-subsidised housing, which has been widely acknowledged, the informal settlements remain a challenge to South Africa's infrastructure (Drakenstein Municipality, 2016). In 2004, the government launched an informal settlement upgrading programme aimed at improving the living conditions of low-to-moderate-income households. This plan aims to establish sustainable human settlements (Huchzermeyer, 2006). The rogramme is carried out under the Housing Act, 1997. This report aims to improve the living conditions for all citizens by improving tenure security, ensuring a safe and healthy living space, and overcoming social exclusion. This document aims to encompass the knowledge base of the community regarding the design process (Fieuw & Matlin, 2018). According to Cirolia et al. (2016), informal settlements are common in the urban areas of most developing countries, but because of limited resources they fail to address housing needs of their poor dwellers, who move to urban communities in search of better living conditions. Therefore, the informal settlement upgrade programme aims to improve the living conditions for many people by giving them a safe residence and access to essential needs (Zimblim et al., 2013).

“Upgrading of Informal Settlements Programme” (UISP), had the objective to “eradicate” all informal settlements by 2014. There are apparent gaps between the policy rhetoric, and the reality of implementation, which is characterised by notable inconsistencies, tensions and problems (Masiteng,2012). These have so far hindered the programme’s ability to make realistic improvements in the lives of the slum dwellers (Ziblim et al, 2013). The housing delivery process as set out in the housing policy has been slow and, to an extent, qualification for subsidy has tended to exclude some sections of the society. This programme has not solved the growth in informal settlements (Masiteng,2012).

Housing Assistance in Emergency Circumstances

This programme is recognized in terms of section 3 (4) (g) of the 1997 Housing Act. Essentially, the goal is to provide temporary relief to persons in urban and rural areas in case of emergency (The National Housing Code, 2009). The current urbanization trends in the country and the increase in the housing backlog facing the government also contribute to the events that leave

families homeless or indigent. Therefore, the government, in accordance with its objective of achieving the constitutional objective of all to access adequate accommodation, has established a national housing programme through which it strives to address the needs of families who are in emergency situations that are beyond their control (Fieuw & Mitlin, 2018). According to the Drakenstein Municipality (2016), the programme focuses on providing temporary housing relief to families in case of evictions and disasters. Stressful situations could arise from natural or man-made disasters; for example, where houses have been destroyed by storms or fires and should be rebuilt (Myeni & Okem, 2020). In such cases, the national disaster help fund makes the main line of governmental assistance. The emergency settlement relief programme can be used for the temporary housing for families during a disaster until they can be furnished with a permanent house (Drakenstein Municipality, 2016). Through the programme, the government will help those people who cannot provide during their housing emergency due to their financial constraints (National Housing Code, 2009).

Social Housing Programme

The social housing of the programme is only applicable to restructuring areas that are identified as areas of economic opportunity for municipalities (The Republic of South Africa, Department of Human Settlements, 2009). The programme provides grant funds to establish, train and capacitate institutions of social housing that can develop, maintain and manage convenient rental units within identified restructuring areas (Chaskalson, 2017). The Republic of South Africa's Department of Human Settlements has two main objectives for its social housing programme:

- Firstly, this project aims to contribute to the country's efforts in restructuring South Africa's society. It tackles various social, economic, and spatial dysfunctionalities, and it aims to create a non-racial and cooperative society.
- Secondly, this social housing programme supports the growth of the real estate sector and its sub-components, such as rental accommodation. It can also help the poor expand their residential options (Myeni & Okem ,2020)

Over 18,000 units have been approved for development through the Social Housing Institutions programme, of which nearly 10,000 have been developed by a limited cohort of eleven Social Housing Institutions (SHIs) (Human Settlements planning, monitoring and evaluation , n d). These Social Housing (SH) units have a combined investment value of over R4,5-billion, and are regulated by the Social Housing Regulatory Authority (SHRA) (Human Settlements planning, monitoring and evaluation , n d). The evaluation concluded that SH has made a minor contribution

to spatial restructuring through infill development that contributes to the integration of previously separated areas, higher density built form and the densification of urban areas. However, the relatively limited scale of SH development, and hence its potential impact is too limited to attribute direct causality for spatial restructuring. While SH was never intended to be a mass housing delivery programme, the SH sector has not met its potential as a creator and deliverer of affordable rental accommodation over the past years(Parliamentary Monitoring Group, 2021).

Institutional Subsidies

The government is committed to ensuring that the right of all citizens to adequate housing is realised (The Housing Project Process Guide, 2009).The programme is part of a larger property rental development strategy and gives housing institutions access to government subsidies to provide and maintain the rental stock for a minimum of four years (Myeni & Okem, 2019). The programme is applied at national level and incorporates the possibility of selling rental units to tenants after four years of occupation. The tenants also participate in the management of rental units. The units are also eligible for individual ownership subsidies. These are available to the individuals who wish to own the properties (National Housing Code, 2009).

People's Housing Process (PHP)

The PHP is a programme that was launched in 1998 to support self-owned initiatives. PHP aims to support co-production between society and the state by providing funds for groups that seek to develop their own homes (The Republic of South Africa Department of Human Settlements, 2009). According to Newton (2013), this model allowed households to make decisions, provide voluntary work and manage their own projects independently. Participation in the process is considered a voluntarily contribution to achieving its accommodation objectives, and the obligatory requirement for a financial contribution is not applicable. PHP is a government support programme that aims to help families improve their homes by actively contributing to the building of these homes. The process helps beneficiaries establish a support organization which will provide them with technical, administrative, and organizational assistance (The Republic of South Africa Department of Human Settlements, 2009). Guidance and training on how to construct houses are provided. The designing and implementation of the housing grant (PHP) have, however, been criticised for being peripheral actions away from economic opportunities, thereby strengthening apartheid space usage and racial distortions which entrench poverty. Due to the poor position and the poor quality of the construction, some families have even left their new subsidised houses (Fieuw & Mitlin, 2018).

With regards to the *People's Housing Process (PHP),* most government funding went to contractors to build new units "for the poor" It was assumed that these would replace homes in informal settlements that the poor developed themselves. Despite statements about the government's commitment to the People's Housing Process (PHP), informal settlements were only seen in negative terms and there was no support for incremental upgrading and very little support for low-income households to build their own homes. Meanwhile, the contractor-built houses were usually too small, of poor quality and in locations far from livelihoods and services (Bradlow,2011).

2.7 Factors Affecting Housing Delivery in South Africa

Land Accessibility and Quality of Housing Material

The challenges faced by South Africans with regard to housing are due to multiple reasons. According to a study by Rapelang et al (2018), the shortage of housing in South Africa is often the result of blocked land and community ownership. Moroke (2009) pointed out that the shortage of suitable land for low-cost housing developments near employment and economic zones remains one of the most important challenges for South Africa to provide low-cost housing. According to Manomano (2015), the literature on the quality of housing materials in South Africa shows that most apartments are of poor quality, which results in more difficulties related to these houses. Reports show that the standard of roofs, walls, doors, floors and windows in South Africa is very poor. They are reported to be broken, torn or cracked without any external cause, but because of the quality of material used (Baumann, 2004; Chakuwanba, 2010).

According to a study conducted by Mnisi-Mudununugu (2011), beneficiaries in Limpopo (Gravellotte) pointed out that poor housing quality is a serious problem. These houses are characterised by cracks and daily falling cement dust (i.e. the houses are not painted), which are caused by the use of cheap construction materials (Osunsamni et al., 2018)

Corruption among officials

According to Madonsela's(2013) presentation to the Human Settlements Commission, complaints of prejudice and/or corrupt activities were raised against officials, stating that most of the low-cost houses are given to officials' families and friends. There are also claims that some officials sell RDP houses, and that some officials want to use some of them for various commercial purposes (Alabi, 2017). Due to corruption, the South African government failed to deliver houses to the

citizens who deserved it, which led to citizens protesting because their rights were not respected (Marutlulle, 2021).

Houses are too small

The National Housing Code (2009) provides for two bedrooms and a separate bathroom with a toilet, for government-funded low-cost houses. The area of a house should be 40 square metres. According to some writers, these houses are too small and they do not give occupants enough privacy, confidentiality, and living space (Baumann, 2004; Manomano, 2015). The houses should be affordable and meet the necessary physical and psychological needs of the residents (Maluleke & Dlamini, 2019).

Urbanization and population growth

Metropolitan areas have the highest growth rates of immigration and population in South Africa and, although poverty is more pronounced in rural areas, people are worried about the "urbanization of poverty" (Arndt et al, 2018). According to Marutlulle (2021), housing inadequacy is a common issue in South Africa due to the country's growing population and rural-urban migration. The natural increase in the population is another straining factor in the low-cost delivery process. Like other developing countries, South Africa is also affected by housing problems due to urbanization and population growth (Turok & Saladin, 2014).

Illegal occupation of houses and financial constraints

Another problem is the illegal occupation of RDP houses. Disappointingly, many reports show that it is the housing beneficiaries themselves who have caused houses to be sold or rented out. Some beneficiaries illegally sell RDP houses or lease them out to foreigners, who sometimes use them for commercial purposes (Chingwenta, 2019). Another important feature of the housing delivery problem is the insufficient funding of low-cost housing in South Africa (Fuller Housing Centre for Housing, 2014) and this can cause delays in the construction of houses, or failure to provide affordable housing for low-income individuals (Goebel, 2007; Chingwenta, 2019). The Centre for affordable Housing Finance in Africa (2019) pointed out that rising construction costs in South Africa are eroding the value of housing subsidies. The weak financial strength of small contractors in housing projects is usually regarded as a factor hindering their smooth implementation. They are usually characterised by liquidity issues, and insufficient expenditure, and conditional funding business plans are often submitted very late.

2.8 Theoretical framework – structuralist theory

There are three theories commonly used to analyse housing supply. They are, neoclassical theory, neo-Marxist theory, and structuralist theory. According to the definition of Taruving and Mooya (2016), neoclassical economics is defined as a method of economic analysis, which focuses on determining housing prices, output and income distribution in the economic market through the relationship between supply and demand. Neo-Marxism is a theory that views society as a class struggle between capitalists and the working class (Main, 2016). This is understood as a conflict between the wealthy owners of the means of production and poor workers. This relationship is exploitative, because capitalists raise all their wealth at the expense of poor workers. Neo-Marxist theory regards real estate developers and landlords as an exploitative bourgeoisie whose interests are inconsistent with those living in low-income housing (Craig & Porter, 2006; Seidedos, 2009; Bredenoord & Verkoren, 2010; Campbell, 2011; Mosha, 2013; and Rolnid, 2013). However, the theory the researcher will focus on in this study is structuralist theory.

The structuralist theory attempts to describe and understand the individuals' behaviour as being generated and shaped by the underlying structure of their societies (Bahmani, 2016). The concepts of power, production and capital gain, class and conflict form the basis of structuralist theory (Maxwell, 2015).

In terms of class, the structuralist theory states that the housing delivery system differs according to the targeted societal group (Gumbo, 2010). This means that, in order to understand the housing delivery system in society, it must be assumed that the supply and demand model of housing as an economic product cannot be the same for different parts of the population (Main, 2016).

Production and capital accumulation of low-income housing vary depending on the rate of capital formation, and the volume of savings through various means, such as banks and credit institutions (Lanuza, 2016). This shows that the production of low-income housing is affected by the macroeconomic environment, rather than in a specific region or part. Factors in the macro-economic environment include employment, fiscal policies, GDP, and inflation trends (Dekhnic, 2015). Producers must act in this environment, which will also limit capital accumulation and thus affect housing supply.

As for the power of any housing market, it can be said that different participants have different skills or powers to influence the provision or acquisition of housing. This difference may be due to uneven access to opportunities or resources, different ideologies, and the advantages of certain political factions over market participants (Main, 2016). In the delivery of low-income housing, this

power becomes obvious when some real-estate developers can successfully provide services to low-income people, but other developers cannot (Taruving & Mooya, 2016). This simply means that those in power can influence decision-making and accumulate more wealth than those not in power. More wealth or influence may mean that some people can get subsidized housing, even if they do not need or deserve it (World Economic Forum, 2019).

The high rate of conflict between market participants serves to stress the importance of the structure, which is the rules that form human interaction (Hayes, 2020) and promote cooperation between human agents so that they can reduce costs of economic coordination and other activities (Dekhnich, 2015). In terms of conflict, there may be some misunderstandings and fighting between the different interested parties involved in the delivery of living accommodation. This could delay the housing delivery process, as it may be difficult to reach an agreement on the delivery of the housing between different role players. Issues such as who must receive the low-cost house, and when and how, may arise during the process and could delay the delivery of houses (Main, 2016).

2.9 Conclusion

Many international agreements recognise the right to housing, for example, the Universal Declaration of Human Rights, although many people still live in informal settlements. The constitutions of developing nations such as Brazil, South Africa and Namibia consider housing as a basic right that should be granted to all citizens, and many developing countries have formulated housing policies and programmes to solve the housing backlog. Lack of effective implementation strategies, weak infrastructure and services, lack of access to land, and corruption, are factors affecting housing supply in developing countries.

South Africa has also formulated housing policies and legislation aimed at reducing homelessness in the country. Housing programmes in this country include upgrading informal settlements and housing assistance in emergencies, for example. In many cases, factors affecting the supply of houses in South Africa are no different from those experienced in other developing countries. They include financial constraints, corruption, and illegal occupation of houses. There are different theories used to analyse the problems associated with the delivery of housing in different countries. However, in this study, the structuralist theory will be applied to gain a deeper understanding of the issues affecting the delivery of low-cost housing in South Africa.

CHAPTER THREE: RESEARCH METHODOLOGY

3.1. Introduction

This chapter deliberates the research methodology that was used in the study. Research methodology is the method researchers require for conducting the research (Igwenagu, 2016). It demonstrates the ways in which the researchers articulate their objectives, and the problem, and present the outcome from the data attained throughout the study period (Sileyew, 2019). The chapter will further elaborate on the research design, data collection method, study population, sampling, and sample size, as well as data analysis. The findings revealed that all the participants that were interviewed were unemployed when they applied for the low-cost housing, and they are still unemployed even after receiving the houses. Most of the respondents did not complete their studies, as most of them ended their education at grade 7 or grade 12. The beneficiaries were between the ages of sixty and eighty-nine years. During the interviews, the researcher discovered that most of the beneficiaries were not fully pleased with the quality of the houses that they received.

3.2. Research Methodology

According to Nayak and Singh (2021), methodology is a guideline that explains how research is conducted and the procedures used in it. There are three types of research methodologies, namely quantitative research, qualitative research, and mixed methods research methodology (Creswell, 2009). The basic steps involved in conducting a research study are commonly utilized to classify, select, and evaluate topics (Mbandlwa, 2021). Research methodology is a strategy that outlines the steps involved in a research project (Igwenagu, 2016).This procedure is used for analysing, planning, and performing research (Ayoridne et al., 2020). This means research methodology is a guide that explains how and why a particular study or project should be conducted. Research methodology aims to introduce the various techniques that are used in conducting research (Goundar, 2012). Research methodology helps to develop a critical and scientific attitude, and it also inculcates the ability to read and think critically (Igwenagu, 2016). A research methodology is a process utilised to identify, select, and analyse information related to a research topic (Abutabenjeh, 2018). Research methodology is simply about how data will be collected or generated, and analysed (Kumar, 2018).

3.2.1. Design of the study

A research design provides a framework that enables the analysis and collection of data (Ngozwana, 2018). According to Chun Tie et al. (2019), a research design is a strategy or plan that a researcher uses to answer a particular research question. It is usually conceptualised and executed using a variety of methodologies and approaches. Research design is a strategy that a researcher uses to collect, analyse, and interpret data (Assarroudi et al., 2018). MacMillan and Schumacher (2001:166) define it as “a plan for selecting subjects, research sites, and data collection procedures to answer the research question(s).”

For the purpose of this study the researcher followed the qualitative research methodology because this methodology explains the in-depth understanding of what people experience. It is more about getting information from the people and it is better able to give a description and interpretation of social reality (Louw, 2014). Qualitative researchers highlight studying participants’ perceptions using communicating approaches such as in-depth interviews, artefacts, and focus group discussions (McMillan & Schumacher, 2006). This discipline uses qualitative research methods to describe a situation. Its goal is to get the feeling and sense of the situation (Igwenagu, 2016). The goal of qualitative research is to collect data to provide a deeper understanding of social phenomena and to understand the meaning of the social world for social actors in real settings (Gephart & Saylors, 2020). The outputs of qualitative research are narratives that describe the interactions among people in real settings (Igwenagu, 2016). These findings are used to formulate theories and investigate theories related to human behaviour. The five qualitative research designs are: narrative, phenomenological, grounded theory, ethnographic, and case study (Gephart & Saylors, 2020).

Narrative Research.

Narrative texts are often used to describe inter-human relations in various contexts (Mohajan, 2018). It focuses on people’s narratives. It investigates how they tell their stories. For Ngozwana (2018), narrative research is a type of qualitative research that focuses on the participants' experiences.

Narrative research expects thick, rich data, stories, and examples of how reality is constructed (Ngozwana, 2018).

Grounded Theory

The study investigates the interactions among people during their lives. It talks about the inductive approach to inquiry, but it avoids the use of the deductive approach (Mohajan, 2018). According to Chun Tie et al. (2019), a grounded theory is a conceptual framework that aims to discover or construct theory by systematically analysing and comparing data.

Ethnographical Research

Ethnographic observation is a qualitative approach that focuses on the study of people. It involves analysing their behaviour and attitudes. In this type of research, the researchers deeply understand the various behaviours and values of the participants (Creswell, 2014). This method engages in prolonged observation of the group's everyday life. It shows a researcher's approach to the group's everyday life (Sykes et al., 2018). The study of small societies aims to study the various facets of their beliefs and social interactions. It involves conducting long-term observation sessions and analysing the data collected (Mohajan, 2018).

Phenomenological Research

Phenomenology is a field of study that focuses on the experiences of people. It investigates how those experiences affected them (Creswell, 2009). A phenomenological researcher explores subjective phenomena (Creswell, 2009). The phenomenologists study the meaning of experiences and describe the life world. According to Vagle (2018), understanding the world around is the goal of phenomenology. Phenomenological research explores the possibility of believable understandings that bring us in more direct contact with the world (Vagle, 2018).

Case Study

A case study is a general term used to describe an individual's explorations in an area or phenomenon (Gephart & Saylors, 2020). A case study is usually carried out on a single case or a small group of cases (Mohajan, 2018). Case study involves trying to describe relationships that exist in reality (Igwenagu, 2016). For the purposes of this investigation, the researcher used a case study because a case study is a type of presentation that explores an in-depth process or event (Creswell, 2009). Other reason for choosing case study is because the approach allows in-depth, multi-faceted explorations of complex issues in their real-life settings (Aversa et al., 2021). The case study approach can offer additional insights into *what* gaps exist in its delivery or *why* one implementation strategy might be chosen over another (Rashid et al., 2019).

3.2.2. Methods of collecting data

Techniques and procedures used in data collection are important, as they help researchers formulate their findings and develop their explanations (Paradis et al., 2016). According to Pritha, (2021), data collection is a systematic procedure of gathering measurements or observations. It allows the researcher to obtain first-hand information and unique understandings into the research problem. Methods of data collection in qualitative research generally include document review, observation, interviews, and focus group discussion (Mills & Birks, 2014). Primarily, qualitative researchers use interviews to create tangible data sets. In this study, partially-structured interviews were used to collect data and to gain deeper insight and understanding of the phenomenon being studied. Partially-structured interviews involve a situation where the researcher asks the same set of questions to different participants but also has the option of asking different follow-up questions depending on how the interview goes with each person (Mills & Birks, 2014). Methods of data collection commonly include observation, document review, interview, and focus group discussion (Taherdoost, 2016).

Mostly, qualitative researchers use interview transcription to generate concrete data sets (Taherdoost, 2016). An interview is a data collection method that involves verbal questioning of respondents (Kabir, 2016). Interviews can be unstructured, utilizing a grand tour question to begin (Low, 2019), or semi-structured, where the researcher has a guide to prompt the course of questioning, or structured which is when the researcher asks a series of identical questions of each participant (Mills & Birks, 2014). A qualitative research project may entail review of documents such as: meeting minutes, strategic plans faculty journals, and newspapers. Observation is a method that includes systematically selecting, observing, and recording behaviour and features of living beings, phenomena or objects (Roberts, 2020). Observations can be of various types. Participant observation means that the observer participates in the scenario that he or she is observing. Non-participant observation means the observer observes the situation but does not take part in it, whether publicly or covertly (Shah, 2017).
In focus group discussions, participants can freely discuss their thoughts and feelings with other group members. This method is different from other research methodologies. It usually involves a small group of people doing group interviews (Nyumba et al., 2018). It contains of a roughly-organised discussion about a diversity of topics of interest. It is moderated by the interviewer.

In this study, partially-structured interviews were used to collect data and to gain deeper insight and understanding of the phenomenon being studied. In a structured interview, the researcher

asked the participants a standard set of questions but also has the option of asking different follow-up questions depending on how the interview goes with each person (Mills & Birks, 2014). The interviews with the municipal officials, the ward councillors, and the traditional authority and provincial officials were held through telephone, Zoom or Teams meetings (virtually), with their permission, to avoid too much contact with the participants. In face-to-face interviews, beneficiaries were interviewed in the privacy of their homes while observing Covid-19 safety protocols. The researcher provided the masks and the sanitizers to the participants who did not have them and ensured social distancing. The interviews took between 45 and 60 minutes with most of the participants, while with a few of them it took up to 90 minutes. This was because, during the interview, the beneficiaries mentioned other issues of service delivery such as water, electricity, or streets lights. These were some of the reasons the interviews with the beneficiaries were long and time-consuming. Initially interviews were scheduled for 45 to 60minutes per participant. The researcher tried not to waste the participants' time by coming straight to the point with the questions and being punctual to avoid exceeding the time. The recordings and notes were kept in a safe place, as recommended by Paradis et al. (2011). Because the researcher speaks Setswana, and the research was conducted in a Setswana-speaking community, there was no language barrier. To make data collection easier, questions to the community members were translated into Setswana. While different categories of respondents had their own sets of questions, there were overlaps in some cases. This means that, for the different categories of respondents, some questions were similar while others were different, depending on the different roles they play. The researcher also used past research, books, journals, government documents etc. to collect data, and for more insight on the study topic. The challenges that the researcher came across during interviews was that some of the beneficiaries did not have face masks or sanitizer. The researcher always had extra masks and sanitizer for those who needed them.

3.3. Population of study

The population of interest is the research target population for the study (Asiamah, 2017). In clinical research studies, recruiting the entire population of interest is usually inappropriate or unfeasible. Instead, researchers will recruit samples from people of interest to include in their research (Majid, 2018).

The study population for this research consisted of residents from ward 9 and ward 12 in Ramotshere Moiloa Local Municipality, who have stayed in the study area for at least five years, and have access to a low-cost house, members of the traditional authority, the ward councillors, the municipal officials, and the provincial officials.

Due to the large size of populations, it is very expensive and time-consuming to test everyone in the population, so the researcher could not interview everyone. This is the reason why the researcher relied on sampled population. The challenge during the interviews was that most of the low-cost houses are scattered and far from each other. This meant the researcher had to interview at least three beneficiaries per day. Some of the beneficiaries were not at their homes during the times of the interviews, so the researcher had to go back the following day. This took the researcher a longer time to complete the interview process.

3.4. Sampling Techniques and Sample Size

According to Ames et al. (2019), a sampling technique is a method utilised by a researcher to select a small group of subjects for study or experimentation from a population that is pre-defined, to serve as a data source for an experiment or a study. Non-probability sampling was used for this study. This type of sampling is usually used for qualitative research. According to Sharma (2017), this procedure is a sampling method that collects a sample from a population.Sampling refers to the assortment of the various research components from the described research population (Etikan, 2017). In this study non-probability sampling was used to select participants, as it is the type of qualitative sampling approach commonly used in a research. It is a sampling method where the samples are collected in a process which does not guarantee all the people in the population an equivalent chance of being nominated to participate (Stenhman & Overton,2020). According to Birks and Mills (2014), these are the types of non-probability sampling**:** quota sampling, consecutive sampling, snowball sampling, judgmental/purposive sampling, and convenience sampling.

For the purpose of this study, the researcher adapted convenience sampling (accidental sampling or haphazard sampling), as well as purposive sampling. The reason for selecting convenience sampling is because it is a type of non-random sampling that takes place when the target population meets certain practical criteria, such as being easily accessible and having the willingness to participate Etikan (2016). It is also described as researching subjects of the population that are simply available to the researcher **(**Stehman & Overton,2020).The participants that were selected for the study through convenience sampling were 12 residents from ward 9 and 12 residents from ward 12 of the Ramotshere Moiloa Local Municipality. The reason for this is because most of the houses at ward 9 and ward 12 are scattered as they are both rural areas, and the researcher considered this sample size to be adequate. This sample group was also willing to participate and were available for the interviews.

Purposive sampling is a type of sampling that relies on the researcher's judgment when it comes to choosing the units of study (e.g., people, cases/organisations, or events) that are to be studied (Etikan, 2016). Purposive sampling was used for the rest of the participants who were selected because they were considered to hold positions in which they have access to the information necessary to answer the questions. In this regard, the two officials at the tribal authority of the area were interviewed (2 people from the traditional authority). The municipality officials responsible for low-cost housing were interviewed as well (2 people from the local municipality). The ward councillors from each ward were interviewed (2 people) and lastly the official from the Provincial Department was interviewed (1 person). Initially, the chief was supposed to be interviewed, but unfortunately during the study no chief had yet been appointed. In total, 31 participants were interviewed for the study.

Snowball sampling is a process used for studies that involve the selection of participants with similar characteristics and who carry relevant knowledge/information (Ghaljaie, 2017). Snowball sampling was used in cases where the researcher was referred to one or more potential participants. During the period when the interview was conducted, there was no chief appointed in the community, as indicated above, so it was challenging to identify a person from the tribal authority who could participate in the study. The researcher was referred by the ward councillor to the tribal officials who had information and knowledge about low-cost housing in Ramotshere Moiloa hence snowball sampling was considered.

3.5. Analysis of Data

Thematic data analysis was used in the study (Terry et al., 2017). This is a type of qualitative study that uses data to analyse and present themes related to a particular topic. Data analysis is a process of gathering and organising data. It involves gathering and organising the data, performing a preliminary read-through, coding and organising themes, and forming an interpretation of the data (Pal, 2017). This structure describes the various steps involved in the analysis and representation of data (Pal, 2017).

Data is reduced into themes, and finally represented in tables and figures (Castleberry, 2018). Data was analysed by following the steps described by Bless et al., (2013). The first step was the involvement in the data. In this step, data was transcribed. Words and sentences having comparable meanings were found, and codes were assigned to them (Lowe et al., 2018). The next step was the preliminary coding, where data was grouped according to common features and characteristics (Belotto, 2018). After data had been coded from the previous step, the coding

was defined (Castleberry & Nolen, 2018). Each code was given a title and description of the type of data to be found in there. Coding is a process utilised to identify concepts and similarities in data. The link between data collection and theory is the one that links the various components of a data project together (Chun Tie et al., 2019).

The coding step was followed by the development of themes (Nowell et al., 2017). This involved identification of patterns found in codes, that is, differences and similarities between the responses within codes (Castleberry & Nolen, 2018). The last activity done was to interpret the results. The interpretive process is a process of making careful judgments about the patterns, themes, and categories generated by analysis (Data Analysis and Representation, 2017). Interpreting of the data means making sense of the data and elaborating on the lessons learnt (Castleberry, 2017). In qualitative research, the goal is to interpret the data in a way that goes beyond the codes and themes that were previously defined (Lindgren et al., 2020). It is a process that involves developing the codes and then organising the themes into larger units of abstract data (Pal, 2017). The data was interpreted in relation to the research objectives and research questions (Bless et al., 2013).

3.6. Research Ethics

Ethical Clearance

According to Arifin (2018), ethical principles play an important role in the protection of human subjects in scientific investigations. The author also noted that ethical considerations are significant when conducting a qualitative study.

According to Gelling (2016), ethical approval is often required for all research involving humans. This approval is required before any research can be conducted on participants. Participants can be confident that the risks they were exposed to have been minimised. The researcher applied for an NWU ethical clearance certificate to obtain permission to continue with the interviews with the participants. The application was successful and the researcher continued with the study. Ethical consideration is concerned about the measures taken by researchers to protect the participants involved in research (Surmiak, 2018).The keystone of ethical research is informed consent (Denzin & Lincoln, 2011).

Informed consent entails two significant elements, which each demand cautious attention, which are “informed” and “consent’ (Fleming & Zegwaard, 2018). Participants should be carefully informed of what requirements will be expected from them, how the information they provide will

be used, and the possible consequences (if any). Participants must deliver a clear, active, and signed consent form to participate in the research, including understanding that they have the right to access their own information and the right to decide not to participate at any time (Fleming & Zegwaard, 2018). The informed consent process is an agreement between a researcher and the participants regarding the content of a study.

Permission to conduct the study

To ensure transparency and to minimise any potential conflicts of interest, the researcher asked for permission from the NWU Ethics Committee to conduct the study, the Ramotshere Moiloa Local Municipality, the Provincial Department, and the traditional authority. Furthermore, the researcher attended the community meetings with permission from the traditional authority to inform community members about the study and request their permission to participate in the study. The meeting had less than fifty community members, and Covid-19 protocols and regulations were adhered to. The researcher also ensured that the participants received and signed the consent forms before taking part in the study.

Anonymity and Confidentiality

According to Bless et al. (2013; 30), “autonomy involves the choice of individuals to decide if they want to participate in research or not.” The participants in this study participated based on informed consent. The researcher explained the nature of the research to the participants, and the purpose of the study and the potential risks and benefits of the study. The researcher explained to the participants that the study aims at contributing towards a better understanding of the factors affecting the delivery of low-cost housing in Ramotshere Moiloa Local Municipality. Potential risks such as the possibility of Covid-19 infections amongst the participants and the researcher, and interviews exceeding the time were explained to the participants. The anonymity and confidentiality of the participants was well-maintained by not revealing their identity in the process of data gathering, analysis, and reporting of the study discoveries (Arifin, 2018). The researcher used the pseudonyms by assigning the participants sequential numbers – e.g. Participant One, Participant Two, Participant Three, etc. The researcher chose and assigned these numbers. The interview environment was managed to ensure that its privacy and confidentiality were maintained. Transcribing data was conducted in a private room with headphones in order to avoid the possibility of people hearing the recordings. The identities of participants were removed during the data transcription including their names, ages, etc. The participants in the study were referred to by their pseudonyms, as indicated above. None of the

participants were forced to participate in the study, and they were told that they may withdraw at any time should they feel uncomfortable with the questions asked. All documents containing the participant's personal details are kept in a locked cabinet and are not accessible to anyone other than the researcher. This information will be destroyed as per North West University's research governance procedures. Participants were however informed that their actual age would be reported as part of the interview. The access of the supervisors to the data was explained to the participants and their consent regarding this matter was obtained.

Covid-19 Regulations

The interviews were conducted during a national lockdown. The researcher was able to conduct the interviews during this level two of lockdown and adhered to the Covid-19 safety regulations. Due to the Covid-19 pandemic in South Africa, the country went on lockdown in March 2020. This means that the researcher had adjusted the way the data was be collected. Initially all the participants were supposed to be interviewed face-to-face. Since most of the respondents for this study were old people from a rural area with no access to internet, smart phones, or laptops, the researcher had to continue with the face-to face interviews with them. However, with regards to the officials, the researcher had online/ virtual interviews with them as they had better access to computers and the internet.

During the interviews, the researcher ensured that the safety measures were followed to avoid infections of Covid-19 amongst the researcher and the beneficiaries, as prescribed World Health Organisation (2020), such as:

- Social distancing of 2 metres.
- Hand washing with soap or use of alcohol-based sanitizers
- Wearing a suitable mask, covering both mouth and nose
- Covering of mouth and nose when coughing or sneezing, and rather into a tissue or the elbow.
- Sanitizing the pens, chairs, and hands

3.7. Conclusion

The chapter outlined the research methodology that was followed in the study, which was determined by the research questions. The research methodology is used to identify, select, and

analyse the data related to a study. The study implemented the descriptive qualitative research design. In descriptive research, data is collected through surveys, reviews, interviews, or observations. A research design is a process that involves carefully analysing and planning the various components of a study. It is a logical and coherent way of approaching a research problem. The researcher followed a qualitative research approach to interview, summarize, describe, analyse, and interpret phenomena in the real dimension of the beneficiaries.

Data was collected using the partially-structured interviews to understand the phenomenon being studied. The population consisted of residents from wards 9 and 12, Dinokana tribal officials, ward councillors, municipal & provincial officials. The researcher used convenience (haphazard) sampling. Data was analysed though thematic data analysis. The thematic data analysis steps included transcribing, coding, and defining the code. The researcher obtained permission from the NWU Ethics Committee, Ramotshere Moiloa Local Municipal officials, Provincial Department officials and the tribal authority to conduct the interviews in wards 9 and 12. The researcher ensured adherence to Covid-19 protocols during the interviews with the participants. The confidentiality and anonymity of the participants was also ensured by calling the participants using pseudonyms.

CHAPTER FOUR: DATA PRESENTATION ANALYSIS AND INTERPRETATION

4.1. Introduction

This chapter focuses on the analysis and interpretation of the data collected from the study participants. It will discuss the policy and legislative framework for low-cost housing delivery in South Africa, as well as in the North West Province, and at the municipal level. It will also deal with the effectiveness of relevant administrative structures in facilitating the housing delivery process in RMLM. Furthermore, the chapter will address the impact of budgetary constraints, and apparent socio-economic and political dynamics on the housing delivery process. Finally, the structuralist theory will be applied to interpret the findings and to gain a deeper insight into how the various factors influence the delivery of low-cost housing in Ramotshere Moiloa Local Municipality.

4.2. The legislative and policy framework for low-cost housing

Following the end of apartheid, South Africa's spatial development plans were created to improve the conditions of settlement areas (Strauss, 2019). Low-cost housing remains a top priority for the government as it works to undo apartheid's legacy. For example, Cape Town's social composition and fractured spatial form bear the strong imprint of its colonial and apartheid history. According to Turok et al., (2021), for three centuries the city was managed to favour a privileged minority at the expense of the indigenous majority, based on the colour of their skin. Between 1948–1994, racial discrimination was taken to extreme as the apartheid regime forced different ethnic groups to live in separate places, with different institutions and infrastructure (Turok et., 2021). Additionally, according to Mohammed (2017), two decades after the end of apartheid, Cape Town is still, undeniably, segregated along racial and economic lines, a fact that defines residents' daily lives. This is a consequence of apartheid spatial planning.

The 1994 White Paper on Housing (The White Paper, 1994) addressed the needs of the poor, fostered community participation, involved communication with stakeholders and participants, and private sector involvement. The White Paper's goal was to build functional, integrated communities with access to opportunity, infrastructure, and services for households. Other countries have taken initiatives to solve the problem of housing shortages since their independence. At independence, for example, the government recognised the acute need of the majority of Namibians for appropriate housing and made housing an urgent national development (Remmert & Ndhlovu, 2018). Housing, along with education, health, and agriculture, was

designated as a key area of development by the Namibian government, resulting in the first National Housing Policy, which was adopted by Cabinet in 1991 and revisited in July 2009 (Remmert & Ndhlovu, 2018).

The government's goal is to ensure that all households have equal access to housing and that those who are excluded from the market have the opportunity to own and develop land (Chiripanhura, 2018). The Republic of South Africa Department of Human Settlements (herein referred to the National Department) is in charge of creating sustainable human settlements to improve the quality of housing for the disadvantaged. The framework for the government's method for housing policy creation and implementation is provided by the following important pieces of legislation and policies.

4.2.1. The legislative framework

Constitution of the Republic South Africa

Section 26 of the Constitution of the Republic of South African (1996) states that everyone has the right to adequate housing. The Constitution's goal is to assist in addressing the country's massive socio-economic issues and pervasive inequalities (Ellero, 2015). The state must enact appropriate legislation and other measures to ensure that the right to equality is fully realised, Sub-section 26 (2) articulates that no-one should be thrown out of their homes without any instruction from a court, according to subsection 26 (3). It is the government's responsibility to guarantee that all South African citizens have the basic services and infrastructure they deserve. The government will have to implement various measures to meet its housing duties, such as financial, social and educational measures (Remmert & Ndhlovu, 2018). Housing is also included in the Namibian Constitution of (1998). Housing is also a fundamental right to be granted to all residents, according to Brazil's Constitution (1988).

The Housing Act

The Housing Act of 1997 was enacted in December 1997, aimed at facilitating a sustainable development process through the laying down of broad principles applicable to the housing development industry in all three spheres of governments (national, provincial, and local). The Housing Act of 1997 is aligned with the Housing Policy and with the Constitution of 1996 (Philander, 2017). The Housing Act is the cornerstone of South African housing legislation. It presents a set of general housing development principles as well as a process for long-term housing development process (The Housing Act, 1997). In Section 20, the Act states that every

municipality should take all reasonable and essential steps to ensure that the residents of its area of authority have access to sufficient housing. According to Section 20 of the Housing Act, housing development is well-defined as the formation and maintenance of comfortable, constant, and sustainable public and private residential environments to confirm practical households and communities in areas, while permitting suitable access to economic opportunities. Section 20 of the Housing Act also states the national government needs to establish and facilitate a national housing development process. This process should involve consulting with local authorities and the provinces. The national government has the authority to set national housing delivery goals and monitor the performance of all government institutions against these goals. Provincial governments are required under the Housing Act to promote, coordinate, and implement housing programmes within the framework of national policies (Squires, 2017). According to the Housing Act, the primary goal of local government is to carry out the broad policies of the national and provincial departments. Municipalities are in charge of providing housing and essential services in their communities, recognising and labelling land for housing delivery and initiating, planning, coordinating, promoting, and allowing suitable housing developments in their area (The Housing Act, 1997). The Housing Act defines the roles of national, provincial, and local housing departments as follows: the National Department is in charge of overall policy formulation and target setting, the Provincial Department is in charge of coordinating housing provision in its jurisdiction, and the local sphere is in charge of housing project implementation. The Housing Act was amended, and sections 10A and 10B were added, stating that no recipient who acquired a home through a state housing programme may sell it within eight years of receiving it, unless it was first offered to the Housing Department (Philander, 2017).

4.2.2. Relevant National Policies

The National Housing Code (2009)

The National Housing Code, according to Philander (2017), contains the national housing policy as well as administrative or procedural instructions for the implementation of housing-related problems. In particular, the policy establishes a directing framework for housing as outlined earlier in Chapter Two. The National Housing Code provides an easy- to-understand overview of various housing subsidy instruments that are available to low-income households (Hlophe, 2020). The National Housing Code is aimed at helping people with a low household income of less than R3500 per month to accomplish the objectives of the South African Housing Subsidy Programme, which was introduced in March 1994 (The National Housing Code, 2009).The National Housing

Code encompasses national housing programmes. It was introduced in 2000 but reviewed and published in 2009 (Squires, 2017).

The National Housing Code specifies qualifying criteria for access to low-cost housing. In addition to the household income, the beneficiaries have to satisfy the following conditions:

- The candidate must be a South African citizen or have a permanent residence permit.
- An applicant must be married or be living permanently with any other person. A single person with proven financial dependents such as children or family members may also apply.
- Appropriate evidence of income is required.
- An applicant must be legally capable of entering into a contract, which means he or she must be above 21 years old, married or divorced, and of sound mind.
- An applicant must not have received housing assistance before.
- An applicant cannot have previously owned a residential property.

The National Housing Code specifies the following as the features of the low-cost houses:

- Two bedrooms, with a bathroom and toilet
- Minimum size of houses in the region of 40 square metres
- A shower together with a hand basin.
- A combined living area and kitchen space with a wash basin
- A complete board electrical connection, where electricity source is accessible.

The National Development Plan 2030

The National Development Plan is a long-term blueprint for South Africa's development. It was developed in partnership with the country's Planning Commission and is aimed at addressing the country's most critical needs (Ramotshere Moiloa Local Municipality Integrated Development Plan, 2020/2021). The 2030 National Development Plan aims to end poverty and reduce inequalities. Actions by the government to professionalise the public sector, promote accountability, improve coordination, and eliminate corruption are among the important steps required to meet the goals of the National Development Plan (Cooperative Governance and Traditional Affairs, 2018). The National Development Plan 2030 states that high levels of

corruption have a negative effect on the country's ability to carry out its development goals, as corruption hinders the society to operate fairly and efficiently. Both public and private sector participants are frequently involved in corruption. The perception of widespread corruption at the highest levels of government makes the battle against corruption even more difficult. Corruption must be combated on three fronts, according to the plan: prevention, deterrence and education. Deterrence teaches people that if they do something wrong, they will be caught and punished. The term "prevention" refers to systems (such as information, auditing, and so on) that make it difficult to commit acts of corruption. The public components of corruption must be addressed through education and a focus on values (The National Development Plan, 2030).

The National Development Plan is the cornerstone of all development projects in the Ramotshere Moiloa Local Municipality, as projects continue to be implemented in various sectors at the national and provincial levels. There are projects in different wards currently run by various contractors, such as RDP houses, water infrastructure, and road construction, as sector departments at both the provincial and national levels continue to implement projects. Various contractors are currently working on various projects in various wards such as RDP housing, water infrastructure, and road development projects (Ramotshere Moiloa Local Municipality - Integrated Development Plan, 2020/2021).

Breaking New Ground (BNG)

The South African government has implemented a number of methods to address the housing crisis over the years (Hlophe, 2020). One of these was Breaking New Ground (BNG), “a comprehensive plan for the development of sustainable human settlements” (Breaking New Ground, 2004:1). In August 2004, Breaking New Ground came into effect (Ellero, 2015). The objective of this programme was to get rid of informal settlements in South Africa in the shortest period possible (Philander, 2017). The BNG policy paper attempted to change the focus away from the quantity or number of houses provided and toward the quality (size, workmanship, settlement design) and choice (tenure type, location) of houses delivered (Hlophe, 2020). It aimed to increase the supply of affordable houses in good locations (Philander, 2017).

4.2.3. Relevant Municipal Policy

Integrated Development Plan (IDP)

The Integrated Development Plan of the Municipality was developed in accordance with the provisions of the Municipal System Act, 32 of 2000, which mandates that every municipality must

prepare an IDP within a specified time following the beginning of its elected period. The Integrated Development Plan is a five-year plan that aims to guide the council's efforts in providing various public services in a way that is beneficial to the public. It outlines how it will work together with other government and private sectors to deliver better services (Masilo & Gershwin, 2020). Integrated Development Planning is a process that aims to promote the development of a municipality's service delivery framework (Ramotshere Moiloa Local Municipality Integrated Development Plan, 2020/2021).

The following are the goals of the RMLM IDP 2019/2020 housing sector plan:

• To ensure that limited financial and human resources are effectively allocated to a broader range of possible home development activities.

• To assist in prioritising housing projects to reach an agreement on the timing and sequence in which they should be implemented.

• To offer sufficient data regarding the housing plan, its options, significance, advantages, and limits, as well as planned and functioning requirements, to the IDP process.

• To ensure the development of an efficient and effective IDP process that addresses the requirements of housing planning.

In section 4.3, below, the focus will be on determining the extent to which the relevant administrative structures have been effective in implementing the main elements of the policies and legislation underpinning the delivery of low-cost housing in the Ramotshere Moiloa Local Municipality.

4.3. Effectiveness of Administrative Structures

4.3.1. Housing needs identification

According to the Constitution of the Republic of South Africa (1996), housing is a joint duty of the various governments (National, Provincial and local). By devolving housing functions to the lowest possible domain, the Housing Act 107 of 1997 provided a new paradigm in housing governance in South Africa (i.e. closest to the people). As a result, local government is now responsible for delivering homes. Ramotshere Moiloa Local Municipality is guided by the Municipality System Act that outlines the consultation process to be followed in identifying the community housing needs. The municipality is mandated by law to include communities in municipal issues, particularly in

the housing construction process (Ramotshere Moiloa Local Municipality Integrated Development Plan, 2020/2021). The traditional authority plays its role in the housing needs identification process, as this is recognised by the Traditional Leadership Framework Act 41 of 2003.

The municipality identifies the housing needs through community meetings organised by the ward councillors, the housing manager, the tribal authority and the Community Liaison officer. The invitation to the meeting is done through door-to-door visits or through loud speakers. Some of the participants stated that they were not informed about the meeting on time, and others said the purpose of the meeting was not clearly communicated. They only found out that the purpose of the meeting was for the registration of the housing beneficiaries when they arrived at the meeting venue. According to Participant 1 " *we were just informed about the meeting, but it was not clear what the meeting was about, we heard when we got to the meeting that the meeting is about registering for the provision of houses"*

The beneficiaries complained that the method of communication with regards to the meeting invitation is not sufficient. The meeting venue and the times are not suitable for everyone. For example, sometimes the meeting venue is far away and not suitable for some of the older people, as some cannot walk for a long distance. Sometimes the meetings are during the day when some community members are out doing piece jobs, and, as such, some of the community members miss the information.

Participant 4 mentioned that *" there are some community members who deserve the houses but they are not even on the waiting list; some of them do not even know where to begin in order for them to be put on the waiting list* because many times they are out job hunting".

Other participants mentioned that the ward councillors have not given them any feedback since they raised this issue. It is the responsibility of the municipality, including the ward councillors, as well as the tribal officials, to ensure communication with the community members in relation to all housing matters. Ward councillors are also responsible for ensuring the availability of suitable venues for the community meetings.

During the interview with the beneficiaries, some stated that they did not receive any feedback after the meeting. They did not even know their number on the waiting list. Some said they had to go to the municipality to request the information about their housing status because the ward councillors were not given them the information they needed. Some of the participants mentioned that there is poor management of the waiting lists, alleging that some names had disappeared from the list, even though they had registered. The beneficiaries stated that the municipality did

not specify the waiting period for the housing to be delivered. But they said they waited for between 3 and 7 years.

Participant 6 said that " *I received my house after 5 years of registration, but the exact waiting period was not communicated by the municipality "*

Participant 8 said "I am happy because I got my house delivered, even though I got it after 6 years of being on the waiting list".

So the precise waiting period for the delivery of houses is not clear. The municipality stated that it is difficult for them to tell the beneficiaries about the exact housing delivery timelines, as sometimes things do not go according to plan. stated they *" we rely on the Provincial Department for proceedings with the housing delivery, but sometimes the approval process takes long, and the province takes time to present the way forward to the municipality*".

The beneficiaries stated that is it important for the municipality to inform them about the challenges they are experiencing, or the progress of their housing delivery, rather than not communicating at all. They said that they protest due to lack of housing delivery and this is because the municipality is not updating them. The ward councillors stated that they do communicate with the beneficiaries in terms of their housing status. It seems like the communication is not clear, or the councillors are not updating all the beneficiaries.

According to Sabela (2018), in Umnhlathuze village, an ongoing demand for access to adequate housing is reflected through mass protests in the village. According to Mbandlwa (2021), a person needs to be on the housing demand database of the municipality for at least 10 years before they are eligible to receive a house. Another issue, according to the Public Protector Advocate T.N. Madonsela's report to the Portfolio Commission on Human Settlements, is the distribution of low-cost housing; sometimes, houses are supplied to the wrong individuals. Some recipients, especially the elderly, have been on the waiting list since 1996. According to the Republic of South Africa Department of Human Settlements (2017), a petition was sent to the National Department which included some issues that were raised about the waiting periods for the beneficiaries who had applied for housing in 1996 in Soweto and have still not received the housing. The waiting period is considerable, according to petitioners from Gauteng, and the Department's claim that they are updating a demand database that has been in place for nearly 20 years makes no sense. The Gauteng Department completed the verification process and in some cases it was discovered that there were duplications, some beneficiaries had passed away, and some were not supposed to be on the waiting list.

4.3.2. Selection and appointment of the contractors

Provincial officials are responsible for ensuring that all housing procurement processes are conducted in accordance with relevant legislation, and in a fair, equitable, transparent, and competitive manner (Tshilo & Joyce, 2020). Therefore, it is the Provincial Department which appointments housing contractors in RMLM. It was stated by that "*the department has a database of housing contractors, so every time when there are housing projects in the province, they randomly select potential contractors based on their Construction Industry Development Board (CIBD) rating*". A construction company's CIDB grading is based on the value and experience of its previous construction projects. The ranking is based on characteristics such as work, finances, and overall conformity.

During the interviews with the participants it was revealed that the houses that were distributed to the participants did not meet all the features as outlined in the National Housing Code. The participants blamed the contractors as well as the municipality for the houses that did not meet housing features. Some of the houses did not have a shower and a hand basin, some did not have a board for electrical installation even though an electricity supply is available. Additional to these errors, most of the houses had faults such as windows and doors that were not closing properly, as well as walls cracking. All this was evident during the interview process, as some of the participants showed the interviewer their houses. The roofs were also leaking during rainy days. The participants stated that those faults occurred not later than a week after being built.

Participant 2 mentioned that *" Every time it rains, we have to put the buckets all over the house where the roof is leaking* "

"*I could not close the windows and doors of my house properly just after a week of staying in the house "* said Participant 9.

The municipal officials stated that the Provincial Department is responsible for conducting the monitoring and evaluation of the houses delivered to the participants. According to the Provincial official, the department has inspectors who inspect every milestone of the housing process to ensure that it complies with the standards and specifications of housing. stated that " *the department also conducts consumer education to all beneficiaries to inform them about housing rights and responsibilities*". Some of the participants stated that there was no proper housing monitoring and evaluation after the delivery of the house. They mentioned that no one from the municipality came to check the faults that they complained about, a month after the houses were built. Beneficiaries are expected to report defects within a short space of time, usually 6 months.

Other participants stated that there were some officials who came to evaluate their houses, but nothing was done about the faults that they pointed out. Even though it was stated by the provincial officials that evaluation of housing is done by the housing inspectors, it appears that these inspectors do not evaluate all the houses, as some of the participants said no one has ever come to evaluate their houses since the beginning of the project. What this situation seems to suggest is that although there are systems and processes in place to ensure the quality of the work, there is insufficient oversight and, therefore, poor work continues to be delivered.

According to presentation to the portfolio committee on human settlements by the Public Protector, Advocate T.N. Madonsela (2013), municipal inspectors sometimes get away with occupancy certificates, leaving it up to beneficiaries to provide “happy letters,” which are supposed to confirm the building is according to specification. This was prevalent in the North West. Similarly, according to the search conducted by Sabelo (2018) in uMhlathuze Village, the beneficiaries articulated that that were only invited to sign “happy letters” in order to gain access and be occupants of fully completed houses.

The Provincial Government is concerned about the developers' and contractors' poor performance. The North West province had an underspend in the 2016/17 financial year by 9% on the Human Settlement Development Grant (HSDG), largely because of this phenomenon (Human Settlements Annual Performance Review, 2018/2019). The HSDG spending pattern had started to decline again in the 2017/18 financial year, but the department had taken the courageous step of terminating contractors who did not perform adequately. According to Makatile (2015), the Ministry of Human Settlements has spent more than R2 billion to repair RDP houses built by contractors who were not qualified. The Department has penalty clauses in the contract agreement that guide the Department on the process to be followed in case of breach of contracts.

The other issues that the participants complained about is that during the construction of these houses, the local contractors are not really considered. They mentioned that the contractors bring their own people and do not include the locals. This means that the locals will not be able to learn the skills and they will continue to be unemployed. They mentioned that including the local contractors will assist the municipality to be able to reduce the unemployment in the municipality. It was explained by the provincial official that, for the all the housing projects above R60 million, contractors are obliged to sub-contact 30% of the project to the locals. In RMLM there has not been a housing project over R60 million yet, but the contractors are also encouraged to employ and buy local as much as possible.

According to the research conducted by Mchunu and Nkambule (2019) in eZemokuhle Township in Mpumalanga, breakages of windows and walls occurred without any external powerful force, but owing to poor material used in the housing construction. In 2011, a national survey in South Africa indicated that 17 percent of RDP owners were unhappy with the walls and 18 percent with the roofs (Makatile, 2015). During the interviews with most of the participants, their houses were mostly not painted inside as observed by the researcher. According to the research conducted by Mnisi-Mudununungu (2011), the participants of Limpopo (Gravellotte) highlighted poor quality of the houses as a serious concern. The houses were characterised by cracks and falling of cement dust daily (meaning the houses are not painted), which resulted from using cheap building materials. According to Manomano (2016), most of the low-cost houses are of poor quality.

4.4. Impact of budgetary constraints

In terms of the Division of Revenue Act, the National Department allocates housing budgets to the provincial, and local governments (Division of Revenue Act, 2003). The Division of Revenue Act, according to Pieters (2015), has a direct effect on the delivery of integrated human settlements, particularly housing. The Act provides municipalities with a fair share of funding in the form of an unconditional grant (Pieters, 2015). It is the Act that accompanies the national budget and establishes the foundation for inter-governmental financial arrangements. Section 7 of the Division of Revenue Act establishes the conditions for a province's budget allocation, such as provinces stating the purpose for the requested budget. According to Breaking New Ground (2004), the Minister of Housing allocates funding to the Provincial Department on an annual basis for the implementation of National Housing Programmes (described in Chapter 2). As is the case with all other municipalities in the province. it was also confirmed by that "*it is the responsibility of the Provincial Department to implement housing development for RMLM with funds from the National Department*". This is because Ramotshere Moiloa is not an accredited municipality, hence it does not handle the implementation of the housing programmes in the municipality, and its budget is controlled by the Provincial Department. Technically, accreditation is an authority's acknowledgement that an entity has met specified criteria and standards for the purpose of performing a specific duty (Revised Accreditation and Assignment Frameworks for Municipalities, 2017). The housing budget from the National Department goes straight to the level 3 accredited municipalities and not through the provincial department. Level 3 accredited municipalities are in charge of deciding where national housing programmes should be focused in their municipality.

According to the municipality official, the Provincial Department allocates a budget of around R10 million per year for housing in Ramotshere Moiloa. With this money the municipality can build close to 100 houses per year. One house costs approximately R158 000. The housing project in the municipality started in 2008 and, so far, the municipality was able to build close to 1300 houses. According to the municipality's current waiting list, roughly 20 000 homes are needed to meet the existing housing backlog (Ramotshere Moiloa Local Municipality Integrated Development Plan, 2020/2021). The delivery of housing is also listed as one of the needs in all the wards in Ramotshere Moiloa (Ramotshere Moiloa Local Municipality Integrated Development Plan, 2020/2021). These figures show that more than ten years after the start of the construction of low-cost houses in RMLM, only 1300 units were delivered, and there is still a waiting list of 20 000 people. What this means it that the housing budget of about R10million allocated to the municipality annually is far less than what is required to meet the housing needs of this area. This clearly demonstrates that budgetary constraints have a negative effect on the delivery of houses in Ramotshere Moiloa Local Municipality. This fact was also highlighted during interviews with municipal officials.

Similarly, the waiting list for low-cost housing in the Witzenberg Local Municipality (Western Cape) was standing at 6278 when the research was conducted, and it was found that this was due to financial constraints (Philander, 2017). In the KwaZulu-Natal province there are more than 740 000 housing units that are waiting to be delivered (Mchunu, 2018). After Gauteng, this is the province with the second-largest housing backlog (Hlophe, 2020). Budgets for housing play a critical role in the development of low-cost housing units and without adequate budgets, low-cost housing initiatives cannot be successful (Mbandlwa, 2021). It is also important to note that the financial bottleneck has been found to be a major limiting factor in housing development in other developing countries as well (Harelimana, 2017).

4.5. Apparent socio-economic and political dynamics

Corruption and Nepotism

During interviews with some of the participants, it emerged that corruption and nepotism could be some of the factors that affect the delivery of housing in RMLM. According to Participant 5 *“houses are allocated to some people because of favouritism and relationships between them and the municipal officials*”. So, people who are further down the waiting list are sometimes allocated houses before those who are ahead of them. However the housing manager indicated that the municipality often communicates with ward councillors and the tribal authority to explain

to them that houses will be allocated first to those who need them the most due to shortage of the budget. It could be because the houses which they presently occupy are in a really bad condition, or because occupants have old age or ill-health. Complainants seem not to be aware of these considerations, and this gives them the impression that houses are allocated through favouritism. Looking at the situation, it appears that poor communication could be the cause of the misunderstanding between the community and municipal officials on this matter.

Other complaints by the beneficiaries were that those who support the ruling political party are favoured over those who are thought to belong to opposition parties. They are receiving the houses first even though they are not supposed to. But the municipality officials said that is not the case and that everyone is treated fairly. Although it was not possible to determine the truthfulness of the allegations made by the members of the community, at the very least, what this seems to suggest is a lack of transparency and proper communication between the municipality and the beneficiaries. However, in other parts of South Africa, similar complaints have been received. According to Moatshe (2017), some people in Tshwane who were on the housing waiting list were side-lined by councillors, who gave houses to those who were politically connected to them. Bonner et al (2012:145) also argued that "the incomparable way housing units are distributed in the Ekurhuleni metropolitan municipality questions the dignity of its engagement, given that houses are tied to either relationship to a particular political party or loyalty to the head of department." This attitude also undermines the effectiveness and efficiency of the administration, it encourages corruption, and undermines the fair distribution of housing. An investigation conducted in 2017 revealed that government officials allegedly sold government houses to desperate South African residents, despite being on the government's waiting list. This happened in Ekurhuleni, Extension 45, Ward 1. The residents are occupying the houses even without the title deeds (Anonymous, 2020).

The other form of corruption alleged to be taking place in RMLM is that officials ask beneficiaries to pay money so that they can be helped to skip the queue, given that the waiting list is so long. According to Participant 6 *" the municipality officials want us to pay in order to get our houses faster*". Again, municipal officials stated that there have never been reports of such allegations, therefore nothing has been done. According to Ellero (2015), it was also discovered that corruption levels are high in the low-cost housing process in KwaZulu-Natal. A study conducted by Ellero (2015) in the Phoenix area of KwaZulu-Natal noted that other instances of corruption involve bribing a person to pass a work order in a waiting list system. Also, Maluleka et al. (2019) have suggested that the lack of coordination and capacity among local government officials have

often been associated with corruption and poor housing delivery in the Gauteng province. On the other hand, Marutlulle (2021) posits that, in general, corruption among South African government officials affects the delivery of low-cost housing adversely. Similarly, Manomano et al. (2016) maintain that, despite the prevalence of corruption in many of the world's major construction projects, South Africa's housing projects still remain plagued by various issues. The land occupation protests and the housing shortages have put the spotlight on the country's problems (Seakamela, 2018).

Population growth and unemployment

According to the South African Economic Update (2018), demand for government low-cost housing has changed dramatically in South Africa, owing to a great rise in the number of households and persistently high unemployment. RMLM, like the rest of the country, is experiencing strong population growth and unemployment, resulting in high housing demand (Ramotshere Moiloa Local Municipality integrated Development Plan, 2020/2021).

According to the Community Survey (2016), the population growth in Ramotshere Moiloa is putting immense pressure on the area. According to StatsSA (2016), the total population in Ramotshere Moiloa was approximately 152 664. Similarly, according to Ellero (2015), the main reasons of the housing crisis in the Phoenix area in KwaZulu-Natal is the rapid population growth. Furthermore, according to UN-Habitat (2016), housing inadequacy is caused by population growth.

The number of informal houses in the municipality has increased significantly over the years. In 2011, there were 4, 817 informal houses in the municipality (StatsSA, 2016), and this will lead to the unplanned demand for water, roads, and electricity, as these are basic services or the people (Ramotshere Moiloa Local Municipality Integrated Development Plan, 2021/2022).

The North West Department of Local Government and Human Settlement (2017/2018) has stated that the province would continue to experience pressure in terms of responding to ever-increasing housing delivery difficulties as the population grows and demand for housing rises. Housing inadequacy is caused by a number of interrelated causes, according to UN-Habitat (2015), including population increase and unemployment. The majority of residents of the area have some form of education, with just over 25% of them having no education. In terms of higher education, only 5.8% have a level of higher education level (Stats SA, 2016). From 2011 to 2016, the number of people with a post-graduate education in RMLM has decreased by 0.2% (Stats SA, 2016). The high percentage of people with only matric or a lower education makes it difficult for them to find

work. The municipal official stated that the high unemployment number increases the dependency syndrome in the municipality. This means that these people who are unemployed qualify for the low-cost housing, which increases the need for housing. In the same way, according to Philander (2017), Witzenberg Local Municipality (Western Cape) has a housing problem which stems from unemployment. Similarly, according to research conducted by Ebekozien et al. (2019), unemployment is one of the reasons people engaged in squatting.

Illegal selling of houses by beneficiaries

It was indicated by one RMLM municipal official that beneficiaries sometimes attempt to sell their houses illegally, and it is not acceptable. When they are discovered, they are stopped. But it seems like houses were still being sold, according to some participants, and the municipality is not aware. Participant 8 said , " *there are so many houses that have been sold but our municipality is not aware and is not doing anything about it".* The community members have not reported those beneficiaries. Similarly, in Mpumalanga, recipients of government-provided low-cost houses have been accused of illegally selling them for personal gain. The Mpumalanga Department of Human Settlements, on the other hand, strongly condemns the illegal sale of RDP houses (Mpumalanga Department of Human Settlements, 2015). According to Mutandiro, (2020), RDP houses in Mackenzieville in Gauteng are seemingly being sold for anything between R10, 000, for unfinished structures, to R70, 000 for finished ones. According to the Housing Act (1997), a beneficiary can only sell their home after living there for at least 8 years. If a beneficiary decides to sell their house, the state, such as the Provincial Department of Human Settlements or the local municipality, should be given first preference in purchasing the house.

4.6. The Structuralist Theory- An Analytical Framework

As indicated in chapter 2, the Structuralist theory tries to understand how people behave when they are influenced by the structure of society (Bahmani, 2016). The concepts of class, conflict, power, production, and capital accumulation form the basis of the structuralist theory (Maxwell, 2015).

The structuralist theory argues that the housing delivery system is based on the targeted market (Gumbo, 2010). This means that to understand housing delivery systems in society, one must proceed from the understanding that demand and supply patterns for housing are an economic product that cannot be the same for different classes of people (Lanuza, 2016). Housing delivery systems vary depending on the targeted market (Gumbo, 2010). Structural theories would not

expect supply and demand patterns to be the same for different classes. Class can impact on the type of housing delivery. The lower classes seem not to have a say or choice in the type of housing they want, they cannot choose the location of where they want the house to be located. Some of the housing beneficiaries of Ramotshere Moiloa during the interview stated that they are fine with the houses they received, as long as they are able to sleep and protect their children. This indicates that, even if they are not satisfied with the type of house they received, or where it is located, they will just accept it because they do not have other choice. They also stated that they do not have money to provide themselves with the kind of houses they want at their preferred location. The lower classes cannot make any housing decisions (Lanuza, 2016). However, people in the middle- and upper-classes are able to make choices and decisions about the type of houses they want and the location of the houses (Lanuza, 2016). This is because they are able to afford those houses.

Conflicts – A potential conflict in the market can serve as a reminder of the importance of structure in shaping human interaction (Hayes, 2020). Social and economic institutions are used by conflict theorists to promote class struggle and maintain inequality (Callaghy, 2019). Later versions of conflict theory examine the various dimensions of conflict among various social, religious, and political groups (Callaghy, 2019). This theory explains various social phenomena, such as wars, revolutions, and poverty. In terms of conflict, there might be some misunderstandings and fights amongst the different stakeholders and political parties involved in housing delivery. This might delay the process of housing delivery, as it will be difficult to reach agreement about housing delivery among these stakeholders. Arguments such as who should receive a low-cost house, and when and how, can arise during the discussion about delivering houses (Hayes, 2020). Regarding who should receive houses first tends to frustrate the beneficiaries, as the selection criteria for that is not explained to them. For example, the community of Khunotswane had embarked on several violent protests which saw them burning tyres and blockading roads with stones. The residents wanted the government to prioritise and begin the construction of 300 low-cost houses. In terms of housing delivery, they complained about corruption in terms of how the housing waiting list is managed, whereby some beneficiaries receive the houses before other, even though they registered before them. This shows that the manner in which the officials select the beneficiaries is not clearly communicated to the members of the community, which is that houses are given first to those who need them the most, as explained by the officials.

The government fails to deliver the houses to the citizens who deserve them because of a conflict of interest of people who want to enrich themselves, and the interests of the poor who need decent

shelter, and this causes the citizens to protest because their rights are not taken into consideration (Wesserman, 2018). In South Africa, the delivery of and access to municipal services have been at the centre of community protests (Cirolia et al., 2017). Ramotshere Moiloa Local Municipality has experienced several protests from community members due to lack of delivery of services such as running water, electricity, housing, electricity, and sanitation(Ramotshere Moiloa Local Municipality integrated Development Plan, 2021/2022). According to the Local Government & Human Settlements Annual Performance Report (2018/2019), the lack of houses and other social amenities will always be at the centre of the protests carried out by the poor communities. This is due to the growing dissatisfaction of these communities. Conflicts and misunderstandings arise between the participants and the housing representatives during housing delivery. Some participants in ward 9 started a violent protest because of lack of housing delivery.

In so far as power is concerned in the housing market, different players have different capabilities or power to influence the delivery of or access to housing. The differences may rise from unequal opportunities or access to resources, as differing beliefs and political relationships can give an advantage over market participants (Lanuza, 2016). This power is obvious in low-income housing studies, when some developers are able to successfully serve low-income earners while others are not able (Mooya, 2016). This simply means that those with power have influence in decision-making and they are able to accumulate more wealth than those with less power. More wealth or influence can mean that they are able to access low-cost houses even though they do not need or deserve them (World Economic Forum, 2019). The government officials have the power to appoint the contractors corruptly, and in that way they are able to benefit while the beneficiaries receive low-quality houses. As indicated in this chapter, the housing budget for RMLM is controlled by the provincial department. This means that this department has more power to decide on the budget to be allocated to the municipalities. It was also indicated that some municipalities are allocated a greater housing budget than others, and this is a decision made by the Provincial Department, as it has the power to do so. The ward counsillors also take decisions in determining who should receive the houses first, as they are engaged during prioritisation of the beneficiaries. It appears that the beneficiaries believe that sometimes municipal officials allocate the houses to those they favour because they have power. It appears that beneficiaries who are related to those in power are mostly likely to receive the houses first, and those who support the political party in power are also likely to be favoured and prioritised to receive the houses, as indicated by the participants during the interviews.

Capital accumulation and production of low-income housing are linked to the rate of capital formation and the volume of real savings; through financial and credit institutions, savings can be secured (Lanuza, 2016). This indicates that low-income housing production is impacted by the macroeconomic environment – a condition that occurs in the economy instead of in a specific region or section. This includes trends in employment and fiscal policy, gross domestic product, and inflation (Dekhnic, 2015). Economic trends have an impact on the level of income the government can make through taxes (Williams & Samwick, 2016). This will in turn have an impact on the amount of money government can allocate for low-cost housing. Because the economic growth rate is currently not as high as government would like it to be, it can be said that generally in South Africa (Williams & Samwick, 2016), not only in Ramotshere Moiloa Local Municipality, the ability of government to satisfy the need for low-cost housing is constrained by the current level of economic growth.

4.7. Conclusion

The chapter outlined the policies and framework for low-cost housing delivery. The following were discussed; the Constitution of the Republic South Africa (1996), the Housing Act Of 1997, the National Housing Code (2009), the National Development Plan 2030, Breaking New Ground (BNG), and the Integrated Development Plan (IDP). The Constitution of South Africa is the law that all other laws and housing policies should comply with. The Constitution guarantees everyone the right to adequate housing. The National Housing Code outlines the selection criteria that all municipalities should follow when selecting recipients of low-cost houses. The code also outlines the features of the houses that should be delivered to the beneficiaries.

The most critical step in the development of the waiting list in RMLM is the housing needs identification. The community meetings are important during this stage, and are coordinated by the ward councillors and the tribal authority. The beneficiaries complete the application forms and submit the necessary documents to apply to be on the waiting list. The concern is that the beneficiaries do not know their number on the waiting list and they are not updated regularly in terms of their housing status. The communication between the municipality and the beneficiaries is a challenge in RMLM. The budget is a crucial factor in the housing delivery process. Without a sufficient budget, all the housing needs cannot be met. The Division of Revenue Act (DORA) is an important act that ensures the distribution of funds to the municipalities. The housing funds for RMLM are controlled at the provincial level, as the municipality is not accredited. The study has shown that presently the amount of money allocated for housing in the municipality is not enough

to meet the need for low-cost houses. The socio-economic and political factors affecting the delivery of low-cost housing as determined during the interview in RMLM are as follows: corruption and nepotism, population growth and unemployment, ad illegal selling of the houses.

In terms of corruption and nepotism, it was discovered that people who are further down the waiting list are sometimes allocated houses before those who are ahead of them. Another form of corruption in RMLM is the officials requesting the beneficiaries to pay them money so that they can be helped to skip the queue, given that the list is long. In terms of population growth and unemployment, according to a survey conducted by StatsSA (2016), the population growth has affected the Ramotshere Moiloa community. This entails that the more population grows, the more houses are demanded, which becomes a strain on the municipality. Unemployment also plays a role in the increase in housing demands. The community members who are not employed qualify as beneficiaries of low-cost housing. Illegal selling of the houses is a concern in the municipality, as beneficiaries sell their house before 8 years of occupancy. It is a problem because the municipality is not aware of those who have sold their houses, but the community members are aware.

Finally, the structuralist theory was applied to interpret the findings and to gain a deeper insight into how the various factors influence the delivery of low-cost housing in Ramotshere Moiloa Local Municipality. The theory focuses on class**,** conflict, power, production, and capital accumulation. In terms of class the structuralist theory suggests that housing delivery systems vary depending on the targeted market. The lower class seems not to have a say or choice in the type of housing they want, they cannot choose the location of where they want the house to be located. Some of the housing beneficiaries of Ramotshere Moiloa, during the interview, stated that they are fine with the houses they received, as long as they are able to sleep and protect their children. This indicates that even if they are not satisfied with the type of houses they received, or where it is located, they will just accept it because they do not have other choices.

In terms of conflict, the differences amongst the stakeholders may affect the delivery of housing due to the struggle to find a mutual agreement. Arguments such as who should receive a low-cost-house, and when and how, arises during the discussion about delivering houses (Hayes, 2020). Regarding who should receive houses first tends to frustrate the beneficiaries, as the selection criteria for that is not explained to them. This results in conflicts through protests in RMLM. In relation to power, for example, those who have it are able to appoint contractors who they know they will benefit, while the beneficiaries are not receiving the houses as explained on the National Housing Code (2009). Or they can give the houses to the beneficiaries that are in

favour of the political party in power, as is the case in the RMLM. With regard to production and capital accumulation, the main thing which the structuralist theory helps to explain is that the level of economic production in the country could be the major reason why the government is not able to allocate sufficient budgets to meet the housing needs of the people, not only in the municipality in question but in others throughout the country as well.

CHAPTER FIVE: SUMMARY, FINDINGS AND RECOMMENDATIONS

5.1. Summary

Chapter One discussed the background to the study, the statement of the problem, research questions as well as objectives of the study. The significance of the provision of housing, especially to disadvantaged people in less developed countries, was highlighted. Efforts by the South African government to address the housing problem were also noted. Against this background it was pointed out that the study sought to investigate the factors influencing the delivery of low-cost housing in Ramotshere Moiloa Local Municipality, in the North West Province of South Africa. To achieve this goal, the following questions would be answered:

- What type of policy and legislative framework is in place nationally, provincially and locally, to facilitate the delivery of low-cost housing, and is the housing programme in the area in line with the framework?
- How effective are the administrative structures responsible for low-cost housing delivery in Ramotshere Moiloa Local Municipality?
- To what extent do budgetary constraints impact the delivery of housing in Ramotshere Moiloa Local Municipality?
- What are the socio-political dynamics affecting the delivery of low-cost housing in Ramotshere Moiloa Local Municipality?

The qualitative research methodology was presented as the basis of the study. The choice of the qualitative approach was influenced the fact that the researcher wanted to gain an in-depth understanding of the problem by taking the perspectives of the participants into account. The chapter also introduced the structuralist theory as the framework to be used to interpret the findings of the study.

Chapter Two highlighted the fact that many international agreements recognise the right to housing, for example, the Universal Declaration of Human Rights, even though many people still live in informal settlements, especially in less-developed countries. The constitutions of developing nations such as Brazil, South Africa and Namibia consider housing to be a basic right that should be enjoyed by all citizens. In addition, many developing countries have formulated housing policies and programmes to solve the housing backlog. However, lack of effective

implementation strategies, poor infrastructure and services, lack of access to land, and corruption, are factors affecting housing supply in developing countries.

Furthermore, it was shown that South Africa has also formulated housing policies and legislation aimed at reducing homelessness in the country. Housing programmes in this country include upgrading informal settlements and housing assistance in emergencies, for example. In many cases, factors affecting the supply of houses in South Africa are no different from those experienced in other developing countries. They include financial constraints, corruption, and illegal occupation of houses. While there are different theories used to analyse the problems associated with the delivery of housing in different countries, in this study the structuralist theory was selected to gain a deeper understanding of the issues affecting the delivery of low-cost housing in South Africa.

Chapter Three outlined the research methodology that was followed in the study, which was determined by the research questions. The research methodology is used to identify, select, and analyse the data related to a study. The study implemented the descriptive qualitative research design. In the descriptive research data is collected through surveys, reviews, interviews, or observations. A research design is a process that involves carefully analysing and planning the various components of a study. It is a logical and coherent way of approaching a research problem. The researcher followed a qualitative research approach to interview, summarise, describe, analyse, and interpret phenomena in the real dimension of the beneficiaries.

Data was collected using partially-structured interviews to understand the phenomenon being studied. The population consisted of residents from wards 9 and 12, Bahurutshe Ba Ga Moiloa tribal officials, ward councillors, and municipal & provincial officials. The researcher used the convenience (haphazard) sampling. Data was analysed though thematic data analysis. The thematic data analysis steps included transcribing, coding, and defining the codes. The researcher obtained permission from the NWU Ethics Committee, Ramotshere Moiloa Local Municipal officials, Provincial Department officials and the tribal authority to conduct the interviews in wards 9 and 12. The researcher ensured adherence to Covid-19 protocols during the interviews with the participants. The confidentiality and anonymity of the participants was also ensured by calling the participants by pseudonyms

In Chapter Four, the policy and legal framework for the delivery of low-cost housing in South Africa was outlined. This framework included the following: the Constitution of the Republic South Africa, the Housing Act Of 1997, the National Housing Code (2009), the National Development Plan

(2030), and the Integrated Development Plan (IDP) of the municipality. The Constitution emphasises that everyone has the right to have access to adequate housing. The National Housing Code outlines the selection criteria that all municipalities should follow when selecting beneficiaries of low-cost houses. The code also outlines the features of the houses that should be delivered to the beneficiaries. The Ramotshere Moiloa Housing Steering Committee plays an important role in the housing delivery process. They are involved from the needs analysis phase, until the final phase of the housing delivery process. On the other hand, the tribal authority serves as a communication channel between the municipal officials and the community members.

The Division of Revenue Act (DORA) facilitates the distribution of funds to municipalities. The housing funds for RMLM are controlled at the provincial level as the municipality is not accredited. The study has shown that presently the amount of money allocated for housing in the municipality is not enough to meet the need for low-cost houses, and that there is a need for more money to be provided to meet the housing requirements in RMLM. The socio-economic and political factors affecting the delivery of low-cost housing as determined during the interviews in RMLM are as follows: corruption, nepotism, population growth, unemployment, and illegal selling of houses.

Finally, the structuralist theory was applied to interpret the findings and to gain a deeper insight into how the various factors influence the delivery of low-cost housing in Ramotshere Moiloa Local Municipality. The theory focuses on class**,** conflict, power, production and capital accumulation. In terms of class, the structuralist theory suggests that housing delivery systems vary depending on the targeted market. Conflict shows the misunderstandings amongst the stakeholders which may affect the delivery of housing. In relation to power, for example, those who have it may be able to appoint contractors whom they know will benefit, while the beneficiaries are not receiving the quality of houses they should be getting. With regard to production and capital accumulation, the main thing which the structuralist theory helps to explain is that the level of economic production in the country could be the major reason why the government is not able to allocate sufficient budgets to meet the housing needs of the people who need houses.

Chapter Five summarises the preceding five chapters, discusses the main findings of the study and makes recommendations to address the problems identified in the findings.

5.2. Findings of the study

5.2.1. Findings regarding policies and legislation

Housing policies are vitally important in steering the housing process in order to form well-integrated neighbourhoods, consisting of quality units with good access to resources and facilities. The Constitution of the Republic South Africa (1996) emphasises the right to adequate housing. However, this right has not been fulfilled for many South Africans, as many still live in slums and others have no houses at all. The Housing Act of 1997 (Act no 107 of 1997) is the central act of the housing legislation in South Africa. It gives a set of general housing development principles and provides a sustainable housing development process. The National Housing Code (2009) sets the underlying policy principles, guidelines, and norms and standards which apply to the government's various housing assistance programmes introduced since 1994. The purpose of this guide is to provide an easy-to-understand overview of the various housing subsidy instruments available to assist low-income households to access adequate housing. The National Development Plan (NDP) aims to eliminate poverty and reduce inequality by 2030. The National Development Plan remains the cornerstone of Ramotshere Moiloa Local Municipality as implementation continues by sector departments at both the provincial and national level. Breaking New Ground (BNG) aimed to eradicate informal settlements in South Africa in the shortest period and change the spatial plan settlement (Philander, 2017).

The study also established that the Local Government System Act, (2000) emphasises the importance of public participation and encourages municipalities to develop mechanisms to involve their people in all the decision-making and municipal affairs. Furthermore, it was found that, through public participation, every municipality in South Africa is required to produce an Integrated Development Plan, in which the municipality's future is mapped-out over the short, medium and long-term. The IDP is a five-year plan through which the municipal council indicates how it will provide services, including the provision of low-cost houses, in collaboration with other spheres of government and the private sector through optimum utilisation of available resources.

5.2.2. Findings regarding administrative effectiveness

Low-cost housing delivery is the responsibility of National, Provincial as well as local government. This means that the National Department and the Provincial Department and the Ramotshere Moiloa Local Municipality have different, but complementary, roles to play in the process.

The first and important step in addressing the housing challenges in RMLM is through the housing needs identification. The community members are invited by the ward councillors and the tribal authority to a community meeting where the housing needs are identified, and the list of new people who need houses is developed. In relation to this aspect, the study found that members of the community are of the view that there is lack of transparency and communication from the municipality to the beneficiaries. The community members feel that they are not well-informed about the community meetings in time, and the purpose of the meetings is not clearly explained. The community is still not sure how the beneficiaries are selected, and they suspect that the municipality officials might be manipulating the waiting list, as some beneficiaries receive houses ahead of those who registered before them. The houses that were delivered to the beneficiaries did not meet the standard as indicated on the National Housing Code (2009). The houses had faults and most of them were not in a good condition. Beneficiaries said that even though the beneficiaries reported the faults, nothing was done by the municipality. This situation suggests that the municipality officials are not doing what they are supposed to be doing, which is ensuring that the houses that are delivered meet all the National Housing code characteristics. The Provincial Department has a monitoring and evaluating system in place. But the fact that poor work continues to be done suggests that it is not working well. Also, the Provincial Department might not be conducting proper background check son the contractors before appointing them to build the houses, because many of the contractors leave the houses with faults. As indicated, these problems are also experienced in other areas in South Africa where low-cost housing projects exist.

5.2.3. Findings regarding budgetary constraints

As explained in Chapter Four, RMLM is not an accredited municipality and, therefore, its housing budget is allocated and controlled by the Provincial Department. The RMLM housing manager ensures that the housing needs are incorporated in the IDP that is submitted to the Provincial Department every financial year. It is then the responsibility of the Provincial Department to reserve and distribute the funds on the approved housing programmes. It was discovered that the budget of 10million per year allocated to RMLM for housing programmes is not enough to address all the housing needs in the community. As a result, the housing waiting list continues to be long due to lack of finances. Budget constraints have an impact on the number of houses and on the quality of houses delivered. As a result, there are increasing numbers of people living in inadequate housing conditions without access to basic services or facilities, not only in Ramotshere Moiloa, but generally in South Africa. National, Provincial and local governments

have come to accept that it is not possible for the state to finance the housing needs of the majority of the population entirely on its own, and that it is important to partner with other role players and investors.

5.2.4. Findings regarding local level socio-economic and political dynamics

In this study it was discovered that factors such as corruption and nepotism, population growth and unemployment, as well as illegal selling of houses appear to be contributing to the delay in the delivery of houses in RMLM. Corruption and nepotism are the main concerns in RMLM. As indicated in Chapter Four, corruption and nepotism are affecting low-cost housing delivery in South Africa as a whole. They threaten the collapse of municipalities through widespread community protests. RMLM has already experienced numerous protests due to problems associated with housing delivery. According to interviews with the participants, the people who support the political party in power are more likely to be favoured over those who are thought to belong to opposition parties. Another form of corruption is where officials request money from the beneficiaries in order to receive houses. Out of desperation, some of the beneficiaries pay them. There is also suspicion that the housing waiting list is manipulated and not updated, because some people can be on the waiting list for more than 7 years without any explanation from the municipality.

In addition, the study found that RMLM is also faced with rapid population growth, which increases the pressure on the already overburdened and old municipal services infrastructure. When the population grows, it equally means more demand for houses. Unemployment also plays a big role in the increase in housing demand, because the majority of those that are not employed qualify for low-cost housing. As it is, already the municipality is not able to provide houses to all the qualifying beneficiaries. At the same time, there are accusations that some of the beneficiaries are illegally selling their houses before eight years after receiving them, as the regulations require, but nothing appears to be happening to address this problem too.

5.3. Recommendations

5.3.1. Recommendations relating to the National and Provincial Department

The National Government determines national policy and national norms and standards for housing and human settlements development. It is important that the National Government looks at the possibilities of increasing the housing budget allocated to the Provincial Department. it is

important that both departments look at the areas of expenditure and look at the possibilities of re-prioritising, looking at the housing backlogs in the municipality as well as the country as a whole.

It is important that the province should improve its housing monitoring and evaluation, as the beneficiaries complained about the houses that have faults during the delivery. Since the province is responsible for the appointment of the housing contractors, a proper standard background check should take place before appointment of the contractors. This will ensure that contractors who do not perform well are blacklisted, if they do not improve the quality of their work. Contractors who do not complete the projects should be held accountable and pay back the money. According to Osunsanmi et al. (2019), in order to ensure adherence to quality of the houses, contractors that handle construction of low-income houses should be knowledgeable about the National Builders Regulations, and there should be monitoring and sufficient inspection of work in progress.

It was indicated during the interviews that one form of corruption in RMLM is the officials requesting the beneficiaries to pay them money so that they can be helped to skip the queue, given that the list is long. This kind of corruption, amongst others, should be investigated; should this found to be true, the matter should be dealt with and those who are involved should be held accountable. Corruption is facilitated by a lack of suitable capacity and skills to efficiently supervise and monitor systems and processes within both provincial and municipal departments. The South African government has committed itself to having zero tolerance for and fighting corruption in all sectors of society. The government introduced several initiatives to prevent and root it out. The National Development Plan (NDP) 2030, in Chapter 14, proposed various measures to fight corruption, which include holding leaders to account for the use of public funds, putting in place a legislative framework to fight corruption, and establishment of institutions dedicated to fight corruption. Government has embarked on a process to develop a National Anti-Corruption Strategy (NACS) that meets international standards, that is focused on societal behaviour change and that will contribute to achieving the NDP goal of a resilient anti-corruption state (National Anti-Corruption Strategy, 2020-2030). The implementation of these measures should be actively pursued to achieve the intended goals. As Mantzaris et al. (2017) has noted, existing levels of corruption in South Africa negatively affect the human rights of the majority of the population leading to poor delivery of the most significant services such as housing.

5.3.2. Recommendations relating to the municipality

As indicated, the study found that there was lack of clarity among housing beneficiaries regarding the manner in which waiting lists were developed and maintained. This led to them believing that there was foul play in the manner in which the lists were used, which enabled some people to jump the queue. The researcher, therefore, recommends that the process of allocating low-cost houses in the Ramotshere Moiloa Local Municipality should be explained more clearly to members of the community. This should include clear guidelines on how beneficiary lists are developed and subsequently houses allocated to beneficiaries. The responsibilities of the different role players should be explained so that members of the community are informed about who to go to when they have problems. Different channels of communication should be used to increase the chances of reaching all people concerned. This will enable the people who have applied for houses to continuously be in the know regarding the status of their applications.

According to Mhlanga (2018), the South African government is currently sitting with 30 000 cases of illegally sold RDP houses, and the number of cases reported escalate year-on-year. This is a huge problem, and the government cannot solve this alone, so it is important that the community members also report such cases (Mhlanga, 2018). As pointed out, the study found that this problem also exists in Ramotshere Moiloa. Therefore, it is recommended that the municipality should ensure that the beneficiaries are aware of the conditions of selling the houses such as, according to the Housing Amendment Act, 2001, a beneficiary may not sell the house within the first eight years of having taken occupation. Measures should be taken against those that are not adhering to this condition. It is also important that the municipality encourages community members to report corrupt activities taking place around their municipality. The municipality should create platforms where people are able to raise their concerns and give the municipality feedback on the housing delivery processes through platforms such as social media, a suggestions box at the municipality and a toll-free grievance line. Education and training for all employees at the municipality about corruption and how to avoid or report it should be part of any induction programme. Regular communication regarding the housing delivery process must be given on a regular basis, and not only using the latest technology, because illiterate and the poorest of the poor people may not have those privileges. The Municipality should cater for these people as well. Communication through the radio, regular broadcasts and notices through employers must be considered. The researcher is recommending service centres in all the communities for the public. Service centres would be very helpful and would create a platform

where everyone is welcome to obtain valuable information, drop off suggestions, or even report crime. The community must be informed of what is happening in its municipality.

It is important for RMLM to promote the participation of affected communities in the planning and implementation of housing developments. This will assist the municipality to maximise job creation in the construction, in particular, the role of labour-based construction and the use of local labour in housing developments. Should the contractor selected for housing development be an outside contractor, it should be made clear to them of the agreement to include the locals in the process so as to ensure job creation, skills transfer, and capacity building to stimulate entrepreneurial development, which can be used in future housing development projects. Similarly, according to the research by Philander (2017) in Witzenberg Local Municipality in the Western Cape, the participants suggested that provision of on-job training for the inexperienced labourers could create jobs, but such a step should not affect the quality of the workmanship in the housing construction.

5.3.3. Recommendations based on the structuralist theory

As indicated in Chapter Two, the Structuralist theory seeks to understand the actions and behaviour of individuals as arising from, and shaped by, the underlying structure of society (Bahmani, 2016). The concepts of class, conflict, power, production, and capital accumulation form the basis of the structuralist theory (Maxwell, 2015).

In term of class, as indicated in Chapter Four, structural theories would not expect supply and demand patterns to be the same for different classes. Class can impact on the type of housing delivery. The lower classes seems not to have a say or choice in the type of housing they want, and they cannot choose the location of where they want the house to be located. This indicates that even if they are not satisfied with the type of house they received, or where it is located, they will just accept it because they do not have other choices. The researcher recommends that if possible, the beneficiaries should be given options/ choices to choose the location of the houses delivered to them. For example, if the beneficiary wants to be located in a particular ward, that flexibility options should be given to them if possible.

Conflict theory views social and economic institutions as tools of the struggle between groups or classes, used to maintain inequality and the dominance of the ruling class (Callaghy, 2019). It is recognised that the concept of conflict is relevant in the case of RMLM, as there are conflicts among the beneficiaries as well as the municipal officials and the stakeholders (the tribal authority,

councillors, and community members). There are arguments in terms of who should receive the house first, and also houses are sometimes not delivered at all to some beneficiaries. This leads to protests and conflicts. The researcher recommends that the municipality should ensure transparency and engage the beneficiaries as much as possible. The municipality should not wait for the community to protest before they could engage with them and give them relevant housing information.

In terms of power, it was recognised that those in power abuse their power. In the RMLM they are sometimes accused of allocating houses to those that they favour and to those who support the ruling party. It has been said in the study by the beneficiaries that the ward councillors also abuse their power in the housing decision-making as they allocate the houses to the beneficiaries who they prefer. There are unequal opportunities to access the houses by beneficiaries in RMLM because of the actions of the people who have the power to make decisions on allocations. This is unfair and it could continue to create conflict. If indeed the accusations are true, the researcher recommends that power should be used responsibly to ensure that all the beneficiaries are treated equally and receive their houses as they should, according to the housing waiting list. Those in power should ensure that the contractors who are appointed complete the construction of the houses, and they should use their power to ensure that those who do not will be held accountable. Elsewhere, it has already been recommended that investigations should be done to determine the truthfulness of the allegations of wrongdoing by the people in power.

Regarding the production and capital accumulation, the main thing which the structuralist theory helps to explain is that the level of economic production in the country could be the major reason why the government is not able to allocate sufficient budgets to meet the housing needs of the people, not only in the municipality in question but in others throughout the country as well. Because of the South African economic situation, the government is not able to make enough money through taxation to make more money available for the housing projects. The researcher recommends that the government should do more to support the economic growth of the country. It should also take more steps to fight corruption to ensure that available resources are not wasted.

5.4. Recommendations for further research

The researcher recommends that quantitative research be conducted in the whole of RMLM on same issues addressed in this study. The objective should be to determine the extent of the problems which have been identified in this study. The qualitative approach was intended to give the researcher insight into the nature of the problems surrounding housing delivery in Ramotshere Moiloa Local Municipality. A quantitative study would be intended to show how widespread the problems are in the municipality. It would also be used to validate the findings of the present study.

5.5. Conclusion

The right to housing can be found in numerous international protocols and national constitutions, including South Africa's own Constitution. Section 26 of the Constitution of the Republic of South Africa (1996) enshrines everyone's right of access to appropriate accommodation. Since 1994, the South African state has developed a set of laws and policies to give effect to this right. However, the provision and allocation of housing remains one of the biggest service delivery problems in South Africa. Access to adequate housing continues to be a huge challenge for South Africa's poor.

Although the government is making efforts to address housing delivery challenges, much still needs to be done to overcome the problem. The extent of the challenge derives not only from the enormous size of the housing backlog and the desperation and impatience of the homeless, but also stems from the extremely complicated bureaucratic, administrative, financial and institutional framework inherited from the previous government (the apartheid government). According to Philander (2017), it is widely accepted that it is not going to be easy to provide housing on the scale required to address the needs of low-income and disadvantaged households. Furthermore, there is growing evidence that it is going to be difficult for South Africa's current housing strategy and practice to completely address the United Nations (UN) Millennium Development Goals (MDGs) target of slum-free cities by 2030. Providing adequate housing will remain a contentious issue as long as the demand outweighs the government's ability to provide housing. Through this study it was found that housing challenges are not unique to South Africa but are found in many other developing countries. Therefore, it is necessary that South Africa should feel encouraged to mobilise all available resources to face this seemingly daunting task.

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APPENDICES

Appendix A :Title Registration Approval

NWU®
NORTH-WEST UNIVERSITY
NOORDWES-UNIVERSITEIT
YUNIBESITI YA BOKONE-BOPHIRIMA

Private Bag X6001, Potchefstroom
South Africa, 2520

Tel: (018) 299-1111/2222
Web: http://www.nwu.ac.za

Higher Degree Administration
Tel: 0183892696
Email: 27089282@nwu.ac.za
Enquiries: MR TE MASEMOLA

2020/02/07

Dear MISS MOOTE

MODIFIED TITLE

At the recent meeting of the NWU Faculty of Humanities your title was approved as follows:

Factors Affecting Delivery of Low-Cost Housing in Wards 9 and 12, Ramotshere Moiloa Local Municipality, South Africa

The above-mentioned title may under **no circumstances** be changed without consulting your supervisor/promoter and obtaining the approval from the Faculty Board.

Should you wish to submit for examination, please inform your Supervisor? Upon approval of your supervisor, please submit the Notice of Submission form THREE months in advance, if you intend on submitting. The Notice of Submission-form is available at the Higher Degree Administration Office or the administrative manager of the faculty.

Your attention is drawn to the following publications / web addresses:

- A Rules
- Manual for Postgraduate Studies

We wish you a pleasant and successful period of study.

Me
for REGISTRAR

NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
MAFIKENG CAMPUS
2020 -02- 07
HIGHER DEGREES ADMINISTRATION
PRIVATE BAG X2046, MMABATHO 2735
TEL: 018 389 2656 /2916/2589
MC- HigherDegrees@nwu.ac.za

7.1.11.

Appendix B :Interview schedules

1. INTERVIEW SCHEDULE - BENEFICIARIES

1.1. What is the level of education you attained?

1.1.1. No formal education

1.1.2. Below grade 7

1.1.3. Below grade 10

1.1.4. Below grade 12

1.1.5. Grade 12 and above

1.1.6. Tertiary education

1.2. How old are you?

1.2.1 Below 20 years of age

1.2.2 21 to 29 years old

1.2.3 30 to 39 years old

1.2.4 40 to 49 years old

1.2.5 50 to 59 years old

1.2.6 60 year and above

1.3 What was your Employment status when you applied for an RDP house? What is your employment status now?

1.3.1. Unemployed

1.3.2. Self Employed

1.3.3. Public servant

1.3.4. Employed by private sector.

1.3.5. Pensioner (government pension or any other)

1.3.6. If you were employed when you applied for the RDP house, was your monthly income less than R3500.00?

1.4. How were you informed about the opportunity of owning an RDP house, and who informed you?

1.5. Why did you apply, and when did you apply?

1.6. When you applied were you informed how long it would take for you to get a house? How did you apply (procedure)?

1.7. From the time you applied, how long did it take before you got the house?

1.8. Are you satisfied with the length of time you waited before you received a house?

1.9. If there was a delay, was there an explanation given for it? Explain. Are you satisfied with the quality of the house? If yes, why? If no, explain?

1.10. In what way was the traditional authority or the ward councillor involved, from the time you made the application to the time to the time you received the house? Were you happy with their involvement or not? Explain

1.11. Are you satisfied with the communication which took place between you and the municipality officials from the time you applied to the time you received the house? Explain

2. Interview Schedule - Municipal and Departmental officials

2.1. What is your position in the institution/department?

2.2. When did you start working for the institution/department?

2.3. What are your responsibilities regarding the delivery of low-cost housing?

2.4. What are the roles of your institution/department in the housing provision programme?

2.5. What criteria do you use to select qualifying beneficiaries? Is the age of the applicant taken into consideration? If yes, explain.

2.6. How does your institution/department communicate with beneficiaries?

2.7. What are the prescribed dimensions of the low-cost houses (number of rooms, size of rooms)? Is the quality of the houses always satisfactory? If no, why?

2.8. What are the challenges affecting the delivery of low-cost houses in Ramotshere Moiloa LM?

2.8.1. At policy level

2.8.2. Administrative challenges (including the role of the traditional authority and the ward councillors and logistical challenges causing delays/failure to keep to planned schedules)

2.8.3. Community participation

2.8.4. Financial

2.8.5. Any other

2.9. What has been done/ can be done to address these challenges?

3. Interview Schedule - Traditional Authority and Ward Councillor

3.1. What is the role of the traditional authority/ward councillor in facilitating the provision of low- cost housing?

3.2. How does the traditional authority/ward councillor communicate with members of the community on matters relating to provision of low-cost housing?

3.3. What do you think are the factors affecting the delivery of low -cost housing?

3.3.1. At policy level?
3.3.2. administrative challenges?
3.3.3. community participation
3.3.4. financial
3.3.5. any other

3.4. What has been done/can be done to overcome the challenges affecting the delivery of low-cost housing?

Thank you for your participation

1. DIPOTSOTHERISANO - BAAMOGEDI

1.1. feletse kae ka dithuto?
- 1.1.1. Ga ke a bona thuto epe ya sekolo
- 1.1.2. Motlase ga mophato wa 7
- 1.1.3. Motlase ga mophato wa 10
- 1.1.4. Motlase ga mophato wa 12
- 1.1.5. Mophathato wa 12 le go feta
- 1.1.6. Thutego e kgolo

1.2. O na le dingwaga di le kae?
- 1.2.1. Dingwaga di le ka fa tlase ga 20
- 1.2.2. Dingwaga di le 21 go ya go 29
- 1.2.3. Dingwaga di le 30 go ya go 39
- 1.2.4. Dingwaga di le 40 go ya go 49
- 1.2.5. Dingwaga di le 50 go ya go 59
- 1.2.6. D ingwaga di le 60 le go feta

1.3. A o ne o dira kgotsa o sa dire fa o ne o ikadisetsa ntlo ya RDP? A o a dira kgotsa ga o dire ga jaana?
- 1.3.1. Gake dire
- 1.3.2. Modiredipuso
- 1.3.3. Ke thapilwe ke setlamo sa poraefete
- 1.3.4. Moamogedi wa madi a bogodi
- 1.3.5. (A puso kgotsa mangwe fela)
- 1.3.6. Fa ene elegore o ne o thapilwe ka nako e o neng o tsenya kopo ya ntlo ya RDP, a mogolo wa gago wa kgwedi o ne o le ka fa tlase ga R3500.00?

1.4. O itsesitswe jang ka tšhono ya go ka nna le ntlo ya RDP, ke mang a go itsesitseng?

1.5. Goreng o tsentse kopo, mme o e tsentse leng?

1.6. Fa o ne o tsenya kopo o ne wa itsesiwe gore e tlile go tsaya sebaka se se kae pele o bona ntlo? O e tsentse jang kopo (mokgwa) ?

1.7. Ka nako e o tsentseng kopo, go tseile sebaka se se kae pele o ka bona ntlo?

1.8. A o itumelela sebaka se o se emeng pele o ka bona ntlo?

1.9. Fa ele gore go nnile le tiego, o ne wa tlhalosetswa gore goreng? Tlhalosa

1.10. A o kgotsofalela boleng jwa ntlo ya gago? Fa go le jalo, goreng? Fa go se jalo, goreng?

3. DIPOTSOTHERISANO – SEGOSI LE MOKHANSELARA

3.1. Seabe sa bogosi/mokhaselara ke sefe mo tsamaisong ya kabelo ya matlo a tlhwatlhwa-tlase?

3.2. Ba bogosi/mokhanselara ba tlhaeletsana jang le baagi ka merero e e amang kabelo ya matlo a tlhwatlhwa-tlase?

3.3. O nagana gore ke mabaka a fe a a amang kabelo ya matlo a tlhwatlhwa-tlase?

- 3.3.1. Mo legatong la dipholisi?
- 3.3.2. Dikgwetlo tsa tsamaiso?
- 3.3.3. Karolo ya baagi
- 3.3.4. Tse dingwe

3.4. Go dirilwe eng/ go ka diriwa eng go fedisa dikgwetlo tse di amang kabelo ya matlo a tlhwatlhwa-tlase?

Ke lebogela go tsaya karolo ga gago

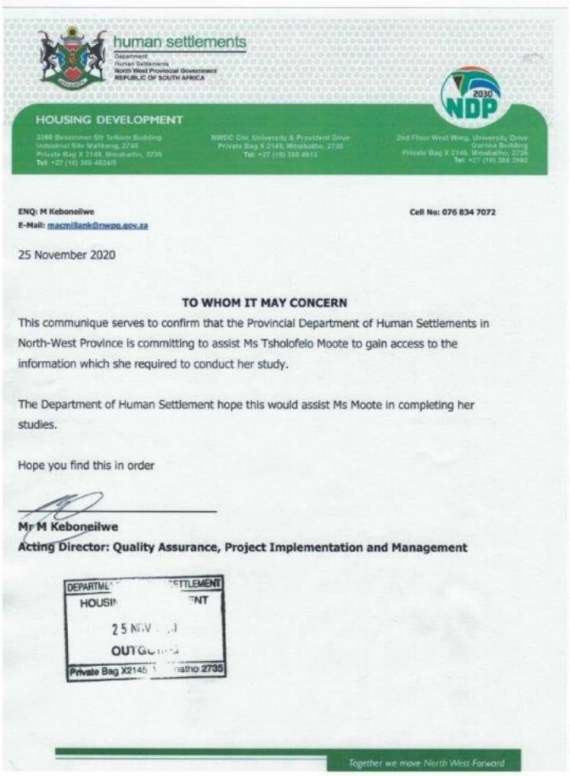
1.11. A ba segosi kgotsa mokhanselara ba ne ba le gone go simologa ka nako e o neng o tsenya kopo go fitlha ka nako e o neng o bona ntlo? A o itumeletse go nna teng ga bona mo tsamaisong e o? tlhalosa

1.12. A o kgotsofaletse tlhaeletsetsano e e nnileeng gone magareng ga gago le ba masepala go simolalo ka nako ya e o neng o tsenya kopo go fitlha ka nako e o boneng ntlo ka yona? tlhalosa

2. DIPOTSOTHERISANO- BADIRI BA MASEPALA LE BA LEFAPHA

2.1. Maemo a gago a tiro ke a fe mo lefapheng?
2.2. O simolotse leng go direla lefapha?
2.3. Maikarabelo a gago ke afe mo kabelong ya matlo a tlhwatlhwa-tlase?
2.4. Karolo ya lefapha/setheo sa gago ke efe mo lenaaneng la kabelo ya matlo?
2.5. Le dirisa ditsela di fe go tlhopa baamogedi ba ba maleba? A dingwaga tsa motsenyakopo di tsewa tsia? Fa ele ee, tlhalosa
2.6. Lefapha/setheo sa gago se tlhaeletsana jang le baamogedi?
2.7. Ke ditlhokego di fe tse di neetsweng tsa matlo a tlhwatlhwa-tlase (palo ya diphapusi, botona jwa diphapusi)? A boleng jwa matlo bo a kgotsofatsa? Fa ele nnyaa, goreng?
2.8. Ke dikgwetlo di fe tse di amang thebolelo ya matlo a tlhwatlhwa-tlase mo masepaleng wa selegae wa Ramotshere Moiloa?
    - 2.8.1. Mo legatong la sepolotiki
    - 2.8.2. Dikgwetlo tsa tsamaiso (go akaretsa seabe sa tsamaiso ya bogosi le mokhanselara le dikgwetlo tsa dipalangwa tse di bakang tiego/go retela ga maano jaaka a rulagantswe)
    - 2.8.3. Go tsaya karolo ga baagi
    - 2.8.4. Matlotlo
    - 2.8.5. Tse dingwe
2.9. Go dirilwe eng/go ka diriwa eng go siamisa dikgwetlo tse?

Appendix C:Gate Keeper's letters



human settlements
Department
Human Settlements
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

2030 NDP

HOUSING DEVELOPMENT

3248 Besonnner Str Telkom Building
Industrial Site Mafikeng, 2745
Private Bag X 2145, Mmabatho, 2735
Tel: +27 (18) 388 4813

NWDC Cnr. University & President Drive
Private Bag X 2145, Mmabatho, 2735
Tel: +27 (18) 388 4813

2nd Floor West Wing, University Drive
Garona Building
Private Bag X 2145, Mmabatho, 2735
Tel: +27 (18) 389 5982

ENQ: M Keboneilwe
E-Mail: macmillank@nwpg.gov.za

Cell No: 076 834 7072

25 November 2020

TO WHOM IT MAY CONCERN

This communique serves to confirm that the Provincial Department of Human Settlements in North-West Province is committing to assist Ms Tsholofelo Moote to gain access to the information which she required to conduct her study.

The Department of Human Settlement hope this would assist Ms Moote in completing her studies.

Hope you find this in order

Mr M Keboneilwe
Acting Director: Quality Assurance, Project Implementation and Management

DEPARTMENT OF HUMAN SETTLEMENT
25 NOV
OUTGOING
Private Bag X2145, Mmabatho 2735

Together we move North West Forward

RAMOTSHERE MOILOA LOCAL MUNICIPALITY

P.O. Box 92,
C/o President & Coetzee Street
ZEERUST
2865

Tel: 018 – 642 1081 ext.208
Fax: 018 – 642 2618/ 018 642 1175
Email: sec.admin@ramotshere.gov.za

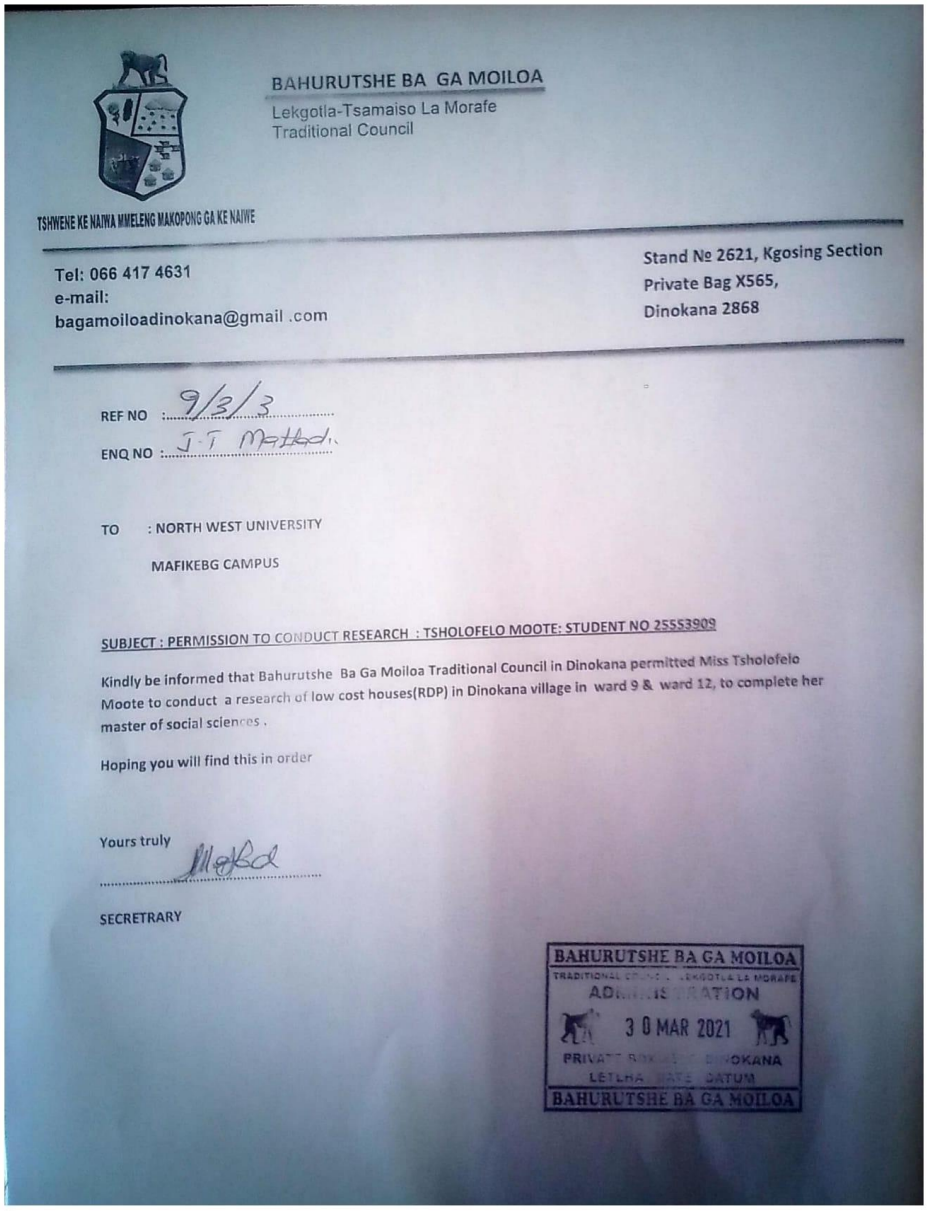
OFFICE OF THE MUNICIPAL MANAGER

APPROVAL FOR THE STUDENT TO BE ALLOWED TO CONDUCT RESEARCH IN THE MUNICIPALITY

Ms Tsholofelo Moote volunteered in the municipality for a period of three months from 14 of January to the 30th of April 2017.She provided valuable insights during the drafting of the IDP.Thus the municipality would gladly assist the aforementioned student with the necessary information she might request towards finalising her research work.

The municipality hope that it would assist the student in completing her masters.

DW MAKHATE
MUNICIPAL MANAGER



BAHURUTSHE BA GA MOILOA
Lekgotla-Tsamaiso La Morafe
Traditional Council

TSHWENE KE NAIWA MMELENG MAKOPONG GA KE NAIWE

Tel: 066 417 4631
e-mail:
bagamoiloadinokana@gmail .com

Stand № 2621, Kgosing Section
Private Bag X565,
Dinokana 2868

REF NO : 9/3/3

ENQ NO : J.T Mothodi

TO : NORTH WEST UNIVERSITY

MAFIKEBG CAMPUS

SUBJECT : PERMISSION TO CONDUCT RESEARCH : TSHOLOFELO MOOTE: STUDENT NO 25553909

Kindly be informed that Bahurutshe Ba Ga Moiloa Traditional Council in Dinokana permitted Miss Tsholofelo Moote to conduct a research of low cost houses(RDP) in Dinokana village in ward 9 & ward 12, to complete her master of social sciences .

Hoping you will find this in order

Yours truly

SECRETRARY

BAHURUTSHE BA GA MOILOA
TRADITIONAL ... LEKGOTLA LA MORAFE
ADMINISTRATION
30 MAR 2021
PRIVATE BAG ... DINOKANA
LETLHA ... DATUM
BAHURUTSHE BA GA MOILOA

Gta

Appendix D:Ethical Training Certificate



TRREE

Zertifikat
Certificat
Certificado
Certificate

Promouvoir les plus hauts standards éthiques dans la protection des participants à la recherche biomédicale
Promoting the highest ethical standards in the protection of biomedical research participants

Clinical Trials Centre
The University of Hong Kong

Certificat de formation - Training Certificate

Ce document atteste que - this document certifies that

Tsholofelo Moote

a complété avec succès - has successfully completed

Introduction to Research Ethics

du programme de formation TRREE en évaluation éthique de la recherche
of the TRREE training programme in research ethics evaluation

Release Date: 2020/11/28
CID : NXgU8kz9DY

Professeur Dominique Sprumont
Coordinateur TRREE Coordinator

FMH Continuing Education Program (5 Credits)
Programme de Formation continue (5 Crédits)

Foederatio Pharmaceutica Helvetiae FPH Programmes de formation continue
Continuing Education Programms
Programmes de formation continue

Ce programme est soutenu par - This program is supported by :
European and Developing Countries Clinical Trials Partnership (EDCTP) (www.edctp.org) - Swiss National Science Foundation (www.snf.ch) - Canadian Institutes of Health Research (http://www.cihr-irsc.gc.ca/e/2891.html) - Swiss Academy of Medical Science (SAMS/ASSM/SAMW) (www.samw.ch) - Commission for Research Partnerships with Developing Countries (www.kfpe.ch)

[REV : 20170310]

Appendix E :Ethical Approval letter

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South Africa 2520

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Fax: 018 299-4910
Web: http://www.nwu.ac.za

Senate Committee for Research Ethics
Tel: 018 299-4849
Email: nkosinathi.machine@nwu.ac.za

25 May 2021

ETHICS APPROVAL LETTER OF STUDY

Based on approval by the **Basic and Social Sciences Research Ethics Committee (BaSSREC)** on 25/05/2021, the Basic and Social Sciences Research Ethics Committee hereby **approves** your study as indicated below. This implies that the North-West University Senate Committee for Research Ethics (NWU-SERC) grants its permission that, provided the special conditions specified below are met and pending any other authorisation that may be necessary, the study may be initiated, using the ethics number below.

Study title: Factors affecting delivery of low-cost housing in wards 9 and 12, Ramotshere Moiloa Local Municipality, South Africa.

Study Leader/Supervisor (Principal Investigator)/Researcher: Prof T Monaheng.

Student/Research Team: T. Moote (25553909).

Ethics number:

N	W	U	-	0	0	6	3	8	-	2	1	-	A	7
Institution				Study Number						Year			Status	

Status: S = Submission; R = Re-Submission; P = Provisional Authorisation; A = Authorisation

Application Type: Single Study

Commencement date: **25/05/2021** **Risk:** **Low**

Expiry date: 25/05/2022

Approval of the study is initially provided for a year, after which continuation of the study is dependent on receipt and review of the annual (or as otherwise stipulated) monitoring report and the concomitant issuing of a letter of continuation.

Special in process conditions of the research for approval (if applicable):

General conditions:

While this ethics approval is subject to all declarations, undertakings and agreements incorporated and signed in the application form, the following general terms and conditions will apply:

- *The study leader/supervisor (principle investigator)/researcher must report in the prescribed format to the BaSSREC:*
  - *annually (or as otherwise requested) on the monitoring of the study, whereby a letter of continuation will be provided, and upon completion of the study; and*
  - *without any delay in case of any adverse event or incident (or any matter that interrupts sound ethical principles) during the course of the study.*
- *The approval applies strictly to the proposal as stipulated in the application form. Should any amendments to the proposal be deemed necessary during the course of the study, the study leader/researcher must apply for approval of these amendments at the BaSSREC, prior to implementation. Should there be any deviations from the study proposal without the necessary approval of such amendments, the ethics approval is immediately and automatically forfeited.*
- *Annually a number of studies may be randomly selected for an external audit.*
- *The date of approval indicates the first date that the study may be started.*
- *In the interest of ethical responsibility, the NWU-SCRE and BaSSREC reserves the right to:*

- *request access to any information or data at any time during the course or after completion of the study;*
- *to ask further questions, seek additional information, require further modification or monitor the conduct of your research or the informed consent process;*
- *withdraw or postpone approval if:*
  - *any unethical principles or practices of the study are revealed or suspected;*
  - *it becomes apparent that any relevant information was withheld from the BaSSREC or that information has been false or misrepresented;*
  - *submission of the annual (or otherwise stipulated) monitoring report, the required amendments, or reporting of adverse events or incidents was not done in a timely manner and accurately; and / or*
  - *new institutional rules, national legislation or international conventions deem it necessary.*

- *BaSSREC can be contacted for further information or any report templates via 21081719@nwu.ac.za / 13128388@nwu.ac.za.*

The BaSSREC would like to remain at your service as scientist and researcher, and wishes you well with your study. Please do not hesitate to contact the BaSSREC or the NWU-SCRE for any further enquiries or requests for assistance.

Yours sincerely



Prof Jacques Rothmann

Chairperson NWU Basic and Social Sciences Research Ethics Committee

Original details: (22351930) C:\Users\22351930\Desktop\ETHICS APPROVAL LETTER OF STUDY.docm
8 November 2018

File reference: 9.1.5.4.2

Appendix F :Language editing

House 367

Hex River Lifestyle Estate

Waterkloof East Ext 12

Rustenburg 0299

07/12/2021

This is to certify that the dissertation entitled

FACTORS AFFECTING DELIVERY OF LOW-COST HOUSING IN WARDS 9 AND 12, RAMOTSHERE MOILOA LOCAL MUNICIPALITY, SOUTH AFRICA

Submitted by **TSHOLOFELO MOOTE**

For the degree of **MASTER OF SOCIAL SCIENCE**

(DEVELOPMENT STUDIES)

At the **NORTH-WEST UNIVERSITY**

Has been edited for language by

Mary Helen Thomas (B.Sc. Hons. PGCE)

Helen Thomas

Email: thomashelen212@gmail.com

Cell: 072 242 9066