



**PROBLEMS IN THE PROVISION OF RDP  
HOUSING IN EXTENSION 39 MMABATHO  
NORTH WEST PROVINCE**

**AFONG NEE TANYI RAMEL ARREY  
(21450536)**

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**SUPERVISOR: PROFESSOR B.C.CHIKULO**

**MAY 2016**

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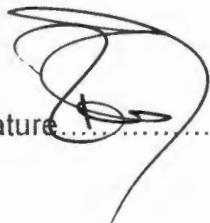


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# DECLARATION

I Afong Nee Tanyi Ramel Arrey hereby declare that this dissertation for Masters in Development Studies is my own work and that I had never submitted to any other University, or for any other degree. I have acknowledged and referenced all work used in this dissertation

Date 10/05/2016

Signature 

Supervisor:

Prof B.C. Chikulo

Signature 

## ABSTRACT

The main aim of the study was to investigate the problems in the provision of RDP houses, using a case study of Extension 39 in Mmabatho, North West Province. A mixed research method of both qualitative and quantitative approaches was utilised and data was collected using closed and open ended questionnaires, interview and focus group discussions. A sample size of 125 respondent participated in the study, of which 120 were chosen using a systematic random sampling of households and the other 5 (five) were officials from the Mmabatho Local Municipality, Department of Human Settlement and a councillor from Extension 39. The study found that, proper guidelines and procedures of obtaining and occupying an RDP house in Extension 39 were not properly followed; there was also poor craftsmanship leading to poor state of housing; lack of title deeds to beneficiaries, very small houses, and illegal occupation of houses, illegal electricity connections, and out - of - house built toilets among others.

The study recommends that the Department of Human Settlement provides title deeds to the rightful beneficiaries of the RDP houses in order to eliminate the problem of illegal occupation; beneficiaries whose houses were allocated to the Pomprets (illegal occupants) should be given first priority on the new houses that would be built since their names are already in the list. The Pomprets should be offered alternative accommodation; the free lights forever which was designed to meet the electrification requirement of the RDP housing development as supplied by Eskom should be utilised as another option (Solar 2010). With the problem of poor craftsmanship, the standard of the houses should be reinforced; the Departments concerned with monitoring and evaluation of the provision of RDP houses should insist on the contractors understanding and abiding to the National Building Regulations (NBR) to avoid future constructions defects; a set of uniform standards be adhered to by all contractors involved in the building of RDP houses in order to reduce the problem of small houses; the Mmabatho Local Municipality should provide keys and padlocks to beneficiaries so as to avoid passer – by's using their toilets; and lastly the provision of basic services is essential for sustainable human settlements such as roads and waste removals.

## DEDICATION

This dissertation is dedicated to all those who have contributed positively towards its completion.

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## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

Chapter two aims to provide the definition of key concepts, such as: development, housing, local government, poverty, poverty alleviation, RDP and service delivery. It also looks at the relevance in terms of reviewing the RDP and other policy documents on housing. The chapter further discusses issues that different scholars have raised in terms of housing. The theoretical perspective that underpins the study and how it relates to housing has been discussed. The chapter concludes by reviewing the importance of the provision of RDP housing in South Africa and the North West Province not leaving out some challenges seen in terms of RDP housing.

#### **2.2 Definition of key concepts**

##### **2.2.1 Development**

Todaro (2000:87) defines development as "a multi – dimensional process involving the recognition and / or modification of part or entire economic and social system with the aim of eradicating poverty, providing employment opportunities, reducing inequalities and raising living standards". Development may be defined as positive, social, economic and political change in a country. "Development" has been defined according to Chambers (1997:2), as a 'good change', which is very difficult to achieve without destroying something previously held. Development is not a one – off process of change, it is a multifaceted phenomenon, and it implies an all-encompassing change not just an improvement in one aspect development which is understood to be a process not a product.

Sen (2003:4), defines development from a well-being perspective which can be considered in terms of human functioning and capability. Functioning relates to what a person may value doing or being. It is considered as the living conditions achieved by an individual "doings" and "being" that forms his or her life (Sen 2003:4). Capabilities are concerned with the ability of an individual to achieve different

aspects of functioning's and defines the freedom to choose the life that he or she prefers. The two categories are complementary but however, distinct thus a functioning is any achievement whereas a capability is the ability to achieve (Grasso & Enzo 2003). The concept of development is relevant to this study because it will bring about economic and social change in the study area.

### **2.2.2 Housing**

Godwin (1998:32) defines housing as the space that can be called home, provides privacy and shelters from the weather and intrusions of unwanted people. This therefore, implies that housing in all its ramifications is more than mere shelter. It encompasses all the social services and utility that goes to make a community or neighbourhood a live-able environment. Also, Omoniyi and Jiboye (2009:88) equally define housing as any type of permanent shelter for humans, which gives them an identity. Listokin et al (2007:30) define housing as a permanent structure for human habitation. The author also refers to housing as a home, building or structure that is a dwelling for habitation by human beings. Williams (2007:12) defines housing simply as a dwelling place, constructed as a home for one or more persons.

The Habitat International Coalition (HIC) (1992:9) defines "housing as an instrument; which seeks the promotion of justice, equality and peace, of the expression of diverse cultures of self-determination of individuals and communities, of fighting against discrimination, alienation and disorganisation and of regeneration of wasted environment and societies all over the world, within the perspectives of the living earth as a home for all of us". Housing as a concept is relevant in this study because it emphasises on the important aspect regarding shelter as a basic need to the beneficiaries in Extension 39.

### **2.2.3 Local government**

Reddy (1996:49) defines local government as:

*"Local democratic units within a unitary democratic system, which are subordinated members of the government vested with prescribed, controlled governmental powers and sources of income to render specific local services*

*and to develop, control and regulate the geographic, social and economic development of defined local area".*

The White paper on local government of (1998:18), defines local government as a local government committed to working with citizens and groups within the community, to find sustainable ways to meet their social, economic and material needs and improve the quality of their lives.

Cloete (1995: 7) defines Local Government as a management and administration of local communities in order to regulate and promote activities of such communities. On another hand, Local Government can be defined as "a decentralised representative institution with general and specific powers dissolved in respect of an identified restricted geographical area within a state. The concept of Local government is important in this study because it ensures that the relevant administrative procedures are followed and attained in terms of housing provision in Extension 39.

#### **2.2.4 Municipality**

Kearney (2006:250) defines a municipality as a specific populated area, typically created by legislation. Municipalities exist to provide local government to communities under their area of jurisdiction.

Chapter 7, Section 157 of the South African Constitution (1996:1), defines municipalities as being responsible for the delivery of services to residents and communities in a sustainable manner that is to promote social and economic development, promote a safe and healthy environment and encourage the involvement of communities and community organisations in the matters of local government. Municipality as a concept is relevant in this study because it ensures that the process of service delivery is attained in Extension 39.

#### **2.2.5 Poverty**

The United Nation (UN) (2008:4) defines "poverty as a denial of choices and opportunities, a violation of human dignity. It means lack of capacity to participate effectively in society. It means not having enough food and clothes, not having a school or a clinic to go to, not having a land to grow food or a job to earn a living and

not having access to credit. It means insecurity, powerlessness and exclusion of individuals, household and communities. It means susceptibility to violence, and it often implies living on marginal or fragile environment, without access to clean water or sanitation”.

United Nations (UN) The Copenhagen Declaration and Programme of Action: A World Summit for Social Development (1995) defines as:

*“Poverty as a condition characterized by severe deprivation of basic needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information. It depends not only on income but also on access to services. It includes a lack of income and productive resources to ensure sustainable livelihoods, hunger and malnutrition, ill health, limited or lack of access to education and other basic services, increase morbidity and mortality from illnesses, homelessness and inadequate housing, unsafe environments and social discrimination and exclusion”.*

Kikwete (2010:6) (National strategy for growth and reduction of poverty NSGRP ii) defines poverty as a state of deprivation prohibitive of decent human life which is caused by lack of resources and capabilities to acquire basic human needs as seen in many, but often mutually reinforcing parameters which include malnutrition, ignorance, prevalence of diseases, dirty surroundings, high infant, child and maternal mortality, low life expectancy, low per capita income, poor quality housing, inadequate clothing, low technological utilisation, environmental degradation, unemployment, rural-urban migration and poor communication. The concept of poverty is relevant in this study because it identifies the different dimensions of how poverty is manifested in people and its implications.

#### **2.2.6 Poverty alleviation**

World Bank (2000:15), defines poverty alleviation as successfully lessening deprivation of well-being. Furthermore, poverty alleviation could mean a sustained decrease in the number of poor and the extent of their deprivation. Barder (2009: 2), defines poverty alleviation as a permanent reduction in the global poverty headcount through economic growth.

The Public Service Commission (PSC) (2007:29) defines poverty alleviation as:

*“a challenge of restructuring society so that there is no longer growing poverty and absolute numbers of the impoverished decrease to minimal exceptional cases. This calls for planning, setting priorities, shifts in power, restructuring society, radical social and economic changes. This is basically the transformation of society through policies based on justice, sympathy and completeness. Poverty alleviation as a concept is relevant in this study because it portrays the different measures in which poverty can be minimized in the study area”.*

### **2.2.7 RDP house**

According to Hunter (2010:110), an RDP house is defined as a typical two – roomed residence, with a minimum of 51.2 square meters of living space, mostly built on the outskirts of certain areas.

Simbayi et al (2006:15), defines an ‘RDP’ house as the Reconstruction and Development Housing Structures that the current government is building across the country. The houses differ in sizes but most have four to five rooms, and they are for people who either earn little or no income. Unlike the old pre- 1994 four – roomed houses, most ‘RDP’ houses have out door toilets (Simbayi et al 2006:15).

Finally, an RDP house has been defined by Mohapi (2011:68), as a house without a room for privacy. The concept of RDP housing is relevant in this study because it emphasises on the challenges that arise with dealing with low cost housing.

### **2.2.8 Service delivery**

Fox & Meyer (1995:118) defines service delivery as a provision of public activities, benefits or satisfaction of such services such as adequate water, street cleaning, proper sanitation facilities, education and health, housing, transport and telecommunications, security and sewage collection to citizens. On the other hand, Blundell and Murdock (1997:170), defines service delivery as the ability to convey the result of physical labour or intellectual efforts to a Client. Service delivery according to the World Meteorological Organization (WMO) (2010:4) has been defined as a continuous, cyclic process for developing and delivering user-focused service. It is therefore, relevant in this study because it elaborates on how the

general welfare and goals of the beneficiaries in Extension 39 would be attained in terms of the services rendered.

## **2.3 A review on legislative and policy frameworks pertaining to the delivery of housing in South Africa**

### **2.3.1. The white paper on reconstruction and development 1994**

South Africa's housing policy is rooted in *The White Paper: A New Housing Policy and Strategy for South Africa published in December 1994*. The document committed the government to the establishment of viable, socially and economically integrated communities as well as health, education, and social amenities. It states that all South Africa's people "will have access to a permanent residential structure with secure tenure, ensuring privacy and providing adequate protection against the elements; potable water, and sanitary facilities including waste disposal, and domestic electricity supply" (DoH 1994:1). The promulgation of the White Paper, established a basic housing policy for post – Apartheid South Africa. It represented the first time that South Africa had a universal housing strategy applicable to the entire country.

The Reconstruction and Development Programme (RDP) was a South African Policy framework implemented by the African National Congress (ANC) government in 1994. After months of discussions, consultations and negotiations between the ANC, its Alliance partners, the Congress of South African Trade Unions (COSATU), the South African Communist Party and mass organisation in the wider civil society Dinar-Ali (1994:6) as cited in RDP White Paper of 1994. Moreover, the Reconstruction and Development Programme (RDP) is an integrated, coherent socio-economic policy framework. It seeks to mobilise all the people and the country's resources toward the final eradication of the results of apartheid and the building of a democratic, non-racial and non-sexist future. It represents a vision for the fundamental transformation of South Africa. The RDP came into existence to provide housing to the poor since the government had embarked on a housing programme to replace shacks with low – cost housing to the families whose sole provider earned less than R3500 per month (RDP, 1994:4)

According to the DoH (1994:25), as outlined in the White Paper of 1994, the housing process comments on the delivery of housing to lower-income earning people and especially the poor has come to a virtual standstill. Environmental conditions, political transition, economic difficulties and a range of other complicating factors have led to essential market failures in many areas in the country. It is obligatory on government to take the necessary steps in order to not only restore a level of delivery but also enable increases in sustainable delivery to a level where backlogs as well as requirements flowing from new family formation, are being dealt with (DoH, White Paper 1994:25). It goes ahead to insist that it is governments first and foremost priority to deal with the problem of housing for the poor thought the biggest challenge facing government is dealing with households in need of proper low cost housing who currently cannot access credit or accumulate significant savings in order to acquire access to house/home (DoH, White paper 1994:25).

Recently the Reconstruction and Development Programme has started to make inroads on the problems of poverty and unemployment whereby the state has accepted the responsibility to meet at least the basic needs of these households as experience indicates a large degree of rapidity, resourcefulness and ability in households to look after their own housing needs with appropriate institutional support and financial assistance from government (DoH, White Paper 1994:26).

As stated in the DoH White Paper (1994:26), the government's approach to housing support centres in terms of promoting a wide variety of delivery approaches; ensuring access to well-located land, basic services, secure tenure and the ongoing construction and upgrading of the public environment, services and homes. These were assisted through state subsidies, appropriate technical and institutional support, a process of consolidation and upgrading would form an integral part of subsidised housing projects in order to ensure that the housing situation of all especially the poor, continuously improves.

The RDP's main focus in terms of development and implementation was to address the socio – economic problems in the country such as providing basic needs to the people.

### **2.3.2 National building regulations and building standards act 103 of 1977 (as amended)**

According to Keuter (2008:1), the Act was amended by National Building Regulations and Building Standards Amendment Act No 49 of 1995. The purpose of the Act was to provide uniformity in the law relating to the erection of buildings in the areas of jurisdiction of local authorities for the prescribing of building standards and other matters connected to building.

In Keuter (2008:2), the Act defines a "building" as:

- (a) Any structure, whether permanent or temporary erected or used for.
- (b) The accommodation or convenience of human beings or animals.

The Act further makes provision for the Minister to grant exemptions from some of its provisions which are subjected to a number of conditions. The acceptable exemptions include:

- The exemption of part or all of the area of jurisdiction of a local authority from the application of any or all of the National Building Regulations.
- The exemption of the requirement that plans and specifications for buildings to be erected by the State must be lodged with the local authority for information and comment prior to commencement of erection (Keuter 2008:2). Apart from the requirement related to submitting plans and specifications to a local authority for information and comment, the Act does not bind the State and it also indemnifies the council against any loss, damage, injury or death resulting from the way any building is designed, erected, altered or demolished or the material used in the erection of such building or the quality of workmanship (Keuter 2008:2).

Keuter (2008:3), emphasises on the three ways of demonstrating compliance with the regulations are:

- Adhering to the deemed-to satisfy rules contained in SANS 10400.
- Submission of a rational design and or a rational assessment prepared by a competent person reliably validating the satisfaction of the appropriate local authority, that any adopted building has an equivalent performance that complies with the regulations.

- Agreement certification.

The Act also provide for the provision of those parties which are directly affected such as the Minister, the SABS, the Review Board, state departments involved in building, local authorities, building professionals, contractors and owners of buildings (Keuter 2008:3).

The Act stipulates that a licensed electrical contractor who has installed, altered or repaired the electrical wiring system of a building must issue a certificate confirming that the wiring and other installations in such a building complies with all applicable laws (Keuter 2008:8). Only licensed contractors or contractors' authorised by the local authority may do such work.

### **2.3.3 White paper: a new housing policy and strategy for South Africa (1994)**

Housing the nation "is one of the greatest challenges facing the Government of National Unity. 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 stems also from the extremely complicated bureaucratic, administrative, financial and institutional framework inherited from the previous government"(A New Housing Policy and Strategy for South Africa, 1994).

There are two relevant housing policy documents in South Africa which are; the 1994 White Paper enshrined in the New Housing Policy and Strategy for South Africa. The White Paper on Housing is the principal, overarching national housing policy, and the 2004 Breaking New Ground which is a Comprehensive Plan for the Development of Sustainable Human Settlements as the first major policy amendment to the White Paper on Housing since 1994 (Tissington 2011:20).

The White Paper on Housing (1994) provided a framework for the country's ambitious housing development target of building one million state-funded houses in the first five years. A cornerstone of this early policy was the National Housing Subsidy Scheme (NHSS), alongside other subsidy systems aimed at providing subsidies for housing. This was to qualifying beneficiary households to take full ownership later referred to as "RDP housing". This was a developer driven process, whereby projects were initiated, planned and built by private construction companies for the national and provincial government. The fundamental policy and development

principles introduced by the White Paper on Housing continued to guide all developments in respect of housing policy and implementation (Tissington 2011:20).

#### **2.3.4 Development facilitation act (DFA) 67 of 1995**

The Development Facilitation Act was assented to 28 September, 1995 and started on the 22<sup>nd</sup> of December 1995. The Act was amended by Housing Act, No. 107 of 1997 with effect from 1<sup>st</sup> of April, 1998 and the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004 started with effect from 27<sup>th</sup> of April, 2004.

According to Didiza (2000: 2), the Development Facilitation Act 67 of 1995 which explained the following concepts such as:

**“Beneficial occupier”** which means, the occupation of land in a land development area where land development takes the form of upgrading an existing settlement.

**“Commission”** which refers to the Development and Planning Commission established by section 5.

**“Condition of establishment”** meaning a condition imposed by a tribunal under section 33 or section 51, according to the context.

**“Conveyancer”** which means a conveyancer as defined in section 102 of the Deeds Registries Act, 1937 (Act No. 47 of 1937).

**“Deeds registry”** meaning a deeds registry as defined in section 102 of the Deeds Registries Act, 1937 amongst others.

Didiza (2000: 2) further looks at the application of principles for land development according to the general principles set out in section 3 of the Act which;

- shall also apply to the actions of the state and the local government body
- Which would serve to guide the administration of any physical plan, transport plan, guide plan, structure plan, zoning scheme to list just a few administered by any competent authority in terms of the law (Didiza 2000:8). The general principles for decision making and conflict resolution were set out in subsection 2 of the Development Facilitation Act whereby it applies to any decision which a competent authority, including a tribunal may make in respect of application to

allow land development, or in respect of land development which affects the rights, obligations or freedom of any person would be subjected to any other law (Didiza 2000:12).

Didiza (2000:13), further says unless and until a provincial commission has been established or recognised under section 11 of the "*Development Facilitation Act (DFA) 67 of 1995*". According to Didiza this Act, may of its own accord and shall at the request of any Premier or MEC, advise such Premier or MEC on any matter referred to in subparagraph (i) insofar as such matter relates to land development and falls within a functional area specified in Schedule 6 to the Constitution.

### **2.3.5 Constitution of the republic of South Africa of 1996**

The Statutes of the Republic of South Africa-constitutional law (Issue No 38) of the Constitution of the Republic of South Africa Act, No. 108 of 1996 elaborates on how the Republic of South Africa is one, Sovereign or self-governing country which respects human dignity. It is a non-racialism and non-sexism country which respects the supremacy of the Constitution and the rule of law. All its citizens are equally entitled to the rights, privileges and benefits of citizenship and are equally subjects to the duties and responsibilities of citizenship.

The National Anthem is determine by the President by proclamation. The National flag of the Republic is black, gold, green, white, red, and blue. Its official languages are; Sepedi, Sesotho, Setswana, Siswati, Tshivenda, Xitsonga, Afrikaans, English, isiNdebele, isiXhosa and isiZulu. The national government and provincial governments may use any particular official languages taking into account usage, practicality, expense, regional circumstances and the balance of the needs and preferences of the population as a whole. The national government and each provincial government must use at least two official languages. The Statutes of the Republic of South Africa-constitutional law (RSA 1996).

According to the Bill of Rights in Chapter 2 of the Constitution of South Africa (RSA1996), The Bill of Rights is a cornerstone of democracy in South Africa which applies to all law, and binds the legislature, the executive, the judiciary and all organs of the state. It further explains that everyone is equal before the law and has the right to equal protection and benefit of the law such as; enjoyment of all rights

and freedom, human dignity, privacy, religion, and security to list just a few. Chapter 4 of the Constitution of the Republic of South Africa (RSA 1996) elaborates on the composition of the parliament which consists of the National Assembly and the National Council of Provinces. They participate in the legislative processes in the manner set out in the Constitution.

The Statutes of the Republic of South Africa-constitutional law (Issue No 38) Constitution of the Republic of South Africa Act, No. 108 of 1996 looks at the president and the National executive whereby the president is the head of the state and head of the national executive. He is required to uphold, defend and respect the Constitution as the supreme law of the Republic and he must promote the unity of the nation and that which will advance the Republic. Some of his responsibilities are:

- Ascending to and signing Bill
- Referring a Bill back to the National Assembly for reconsideration of the bill
- Referring a Bill to the Constitutional court of provinces
- Summoning the National Council, to list just a few.

Chapter 7 of the constitution of the Republic of South Africa demonstrate on the Local Government with regards to the status of the municipalities. The local sphere of government consists of municipalities, which must be established for the whole of the territory of the Republic. It stipulates that a municipality has the right to govern on its own initiative, the local government affairs of its community subject to national and provincial legislation as provided for in the Constitution. Some of the objectives of the local government are:

- To provide democratic and accountable government for local communities.
- To ensure the provision of services to communities in a sustainable manner.
- To promote social and economic development.
- To promote a self and healthy environment, just to name a few.

According to the Statutes of the Republic of South Africa-constitutional law (Issue No 38) Constitution of the Republic of South Africa Act, No. 108 of 1996, chapter 8 of the Constitution of the Republic of South Africa, discusses the courts and administration of justice where the judiciary authority of the Republic is vested in the

courts. Here, it explains that the courts are independent and subject only to the Constitution and the law which they must apply impartially and without fear, favour or prejudice. The judicial system is made up of the:

- The Constitutional Court
- The Supreme Court of Appeal
- The High Court
- The Magistrate Court

To conclude, chapter 9 of the Constitution of the Republic of South Africa emphasises on the state institution supporting constitutional democracy. This includes the public protector, the South African Human Rights Commission, commission for gender equality, electoral commission amongst others. Public administration from chapter 10 of the Constitution looks at the basic values and principles governing public administration. The security services from chapter 11 of the Constitution of the Republic has also been given preference in terms of governing principles, defence, police, intelligence amongst others. Traditional leaders on chapter 12 of the Constitution were also recognised. Chapter 13 of the Constitution looked at the general financial matters and concluded with international law (RSA 1996).

### **2.3.6 Housing act 107 of 1997**

According South Africa (1997a:4), the Housing Act of 107 of 1997 defines some concepts such as; the Constitution which means the “Constitution” of the Republic of South Africa (Act No. 108 of 1996). The Housing Act is based on a system of once-off capital subsidies for low-income groups. The act has been seen as a new approach compared to the housing policy of separate development that existed prior to 1994. The principles, goals and strategies of the policy are in the Hosing White Paper (1994). In 1997, the Housing policy was transformed into legislation in the form of the Housing Act of 1997a. The Act defined what is meant by housing development and defines the roles of the three spheres of government in its implementation.

Part 2 of the Housing Act listed some general principles applicable to the housing development whereby the National Provincial of local spheres of government must give priority to the poor in respect to housing development. Again, the government

would have to consult meaningfully with individuals and communities affected by housing development so as to ensure housing attainability. Furthermore, the Department needs to provide a wise choice of housing and tenure as is reasonably possible in terms of economically, fiscally, socially, and financially affordable (government gazette 1997:8). In terms of functions of the national government, the national government acting through the minister after consultation with the MEC and others must establish and facilitate a sustainable housing development process.

The director - general needs to establish and maintain a national housing data and associate it with a national housing information system for the purpose of development, implementation and monitoring of the National Housing Policy.

#### 2.3.7 Prevention of illegal eviction from and unlawful occupation of land act 19 of 1998

The Gazette No. 18964, Notice No. 789 dated 5 June 1998. Commencement date: 5 June (1998), breaks down the Prevention of illegal eviction from and unlawful occupation of land Act 19 of 1998 by defining some concepts such as:

**"Building or structure"** means any hut, shack, tent or similar structure or any other form of temporary or permanent dwelling or shelter.

**"Consent"** means the silent consent, whether in writing or otherwise, of the owner or person in charge to the occupation by the occupier of the land in question.

**"Court"** means any division of the High Court or the magistrate's court in whose area of jurisdiction the land in question is situated.

**"Evict"** means to deprive a person of occupation of a building or structure, or the land on which such building or structure is erected, against his or her will.

**"Land"** means a portion of land.

**"Minister"** means the Minister designated by the State President.

**"Owner"** means the registered owner of land, including an organ of state;

**"Person in charge"** means a person who has or at the relevant time had legal authority to give permission to a person to enter or reside upon the land in question

**"unlawful occupier"** means a person who occupies land without the express or tacit consent of the owner or person in charge, or without any other right in law to occupy such land, excluding a person who is an occupier in terms of the Extension of Security of Tenure Act, 1997, and excluding a person whose informal right to land, but for the provisions of this Act, would be protected by the provisions of the Interim Protection of Informal Land Rights Act, 1996 (Act No. 31 of 1996) (The gazette 1998).

In view of the government Gazette (1998), the Act applies to all land throughout the republic of South Africa. it further elaborate on the Prohibition of solicitation of consideration in respect of unlawful occupation of land insist that, *"no person may directly or indirectly solicit payment of any money or other consideration as a fee or charge for arranging or organising or permitting a person to occupy land without the consent of the owner or person in charge of that land"*. Still, the Act stipulates that any person who contravenes such provision is guilty of an offence and liable to conviction.

The Eviction of unlawful occupiers according to the Act says anything to the contrary contained in any law or the common law. The provisions of this section apply to proceedings by an owner in charge of land for the eviction of an unlawful occupier. It should be at least 14 days of notice before the hearing of the proceedings contemplated and the court must serve written and effective notice of the proceedings to the unlawful occupier and to the municipality having jurisdiction. The Government gazette (1998), discusses the eviction at instance of organ or state where it says an organ or state may institute proceedings for the eviction of an unlawful occupier from land which falls within its area of jurisdiction, except where the unlawful occupier is a mortgagor and the land in question is sold in a sale of execution pursuant to a mortgage, and the court may grant such an order if it is just and equitable to do so, after considering all the relevant circumstances, and if such an order is in the interest of the public.

Mediation and or intervention is another concept in the Act which has been explained with regards to if the municipality in whose area of jurisdiction, the land in question is situated is not the owner of the land the municipality may, on the conditions that it

may determine, appoint one or more persons with expertise in dispute resolution to facilitate meetings of interested parties and to attempt to mediate and settle any dispute in terms of this Act. Provided that the parties may at any time, by agreement, appoint another person to facilitate meetings or mediate a dispute, on the conditions that the municipality may determine. Offences and private prosecutions has also been deliberated upon in the Act where by no person may evict an unlawful occupier except on the authority of an order of a competent court. Again, no person may wilfully obstruct or interfere with an official in the employ of the State or a mediator in the performance of his or her duties in terms of this Act. In the context of transfers of powers, duties or functions according to the Act, the President may by declaration in the Gazette, in respect of such area may be specified in the proclamation, provide that any power, function which in terms of this Act is permitted to be exercised, performed by any authority or person mentioned in the Act, may be performed by such authority including a person in the service of such authority or state, as may be specified in the proclamation (The gazette 1998).

### **2.3.8 Housing consumers protection measures act 95 of 1998 (amended by act 27 of 1999)**

The Government Gazette 31417, 2008. Highlights the Housing Consumers Protection Measures Act 95 of 1999 which was amended by Act 27 of 1999 defines business of a home owner as to construct a home for a person or for the purpose of sale, leasing, renting out or otherwise disposing of such a home. "Chief Officer" means the Chief Executive Officer appointed in terms of section 6. "Competent person" is a registered person in terms of the Engineering Professions of South Africa Act, 1990. "Council" means the National Home Builders Registration Council established by section 2 and to list just a few the "Council Advisory Committee" means the Council Advisory Committee on National Home Builders Registration Council Matters established in terms of section 23 (Government Gazette 2008).

The National Home Builders Registration Council has been established as a juristic person with his objectives to represent the interest of housing consumers by providing warranty protection against defects in the home, to regulate the home building industry and to provide protection to housing consumers in respect of the failure of home builders to comply with their obligations (Government Gazette 2008).

In terms of the composition of the council, the Council shall consist of at least seven but not more than 15 members, including a chairperson and deputy chairperson appointed by the Minister for the period determined by the Minister, but not exceeding three years at a time. The minister shall ensure that the Council consist of persons who are representative of the interest of housing consumers. On the view of Power of Council, The council shall establish a remuneration committee which shall advice the council on the remuneration committee of the staff appointed in terms of section 6 (Government Gazette 2008).

### **2.3.9 Home loan and mortgage disclosure act no 63 of 2000**

The Home Loan and Mortgage Disclosure Act No. 63 of (2000:3) defines;

- Auditors as the auditors of the financial institution appointed in terms of the requirements of the Companies Act.
- A “borrower” means any person who is indebted to a financial institution in respect of a home loan.

In terms of remuneration and allowances of members of office, any member of the office who is not in the full-time service of the state must be paid such remuneration and allowances as the Minister may, with the approval of the Minister of Finance (Home Loan and Mortgage Disclosure Act No. 63 of 2000:6).

### **2.3.10 Sectional titles act 95 of 1986 (amended by acts 24 and 29 of 2003)**

Sectional Titles Act 95 of (1986:4) defines “Architect” as a person regarded as an architect in terms of section 19 of the Architects Act 1970 (Act No. 35 of 1970).

- “Building” means” a structure of a permanent nature erected or to be erected and which is shown on a sectional plan as part of a scheme.
- “Chief Surveyor-General” means the Chief Surveyor-General appointed in terms of section 2 of the Land Survey Act, 1997 (Act No. 8 of 1997).

The Introductory Provision which is in part 2 of the Act document looks at buildings comprised in a scheme and the land on which such buildings are may be divided into sections and common property in accordance with the provisions of this Act.

According to the Act, the Approval of development schemes looks at a developer who intends to establish a scheme shall provide a draft sectional plan to be submitted to the Surveyor-General in terms of section 7. It goes further to look at a scheme which relates to more than one building, to be erected or being in the process of erection on the same piece of land, or on more than one piece of land, whether contiguous or non-contiguous. A draft sectional plan according to the Act shall be prepared and signed by a land surveyor or an architect in accordance with the provisions of this Act, and the numerical and other data recorded thereon shall be within the prescribed limits of accuracy (Sectional Titles Act 95 of 1986:16). A land surveyor or architect preparing a draft sectional plan shall prepare the draft sectional plan from an actual measurement undertaken by him or under his direction in such manner as well ensure accurate results, and in accordance with this Act. According to the Act, the reparation of deeds by conveyancer is subject to the provisions of this Act, the registrar shall not attest, execute or register any deed of transfer, sectional mortgage bond, certificate of title or certificate of registration of any kind unless it has been prepared by a conveyancer.

#### **2.3.11 Breaking new ground: a comprehensive plan for the development of sustainable human settlements (2004)**

According to Tissington (2011:20) Breaking New Ground was adopted in September 2004 by the Cabinet as a revised framework for the development of sustainable human settlements. BNG is based on the principles contained in the White Paper on Housing and outlines the strategies to be taken to achieve the government's overall housing aim. While not clearly introducing any new policy direction, the document outlines a comprehensive plan for the development of sustainable human settlements in the next five years.

#### **2.3.12 Rental housing act 50 of 1999 (amended by act 43 of 2007)**

The Government Gazette No. 20726 (2000:3), defines concepts such as "dwelling" which means any house, hostel room, hut, shack, flat, apartment, room, outbuilding, garage or similar structure which is leased, as well as any storeroom, outbuilding, garage or demarcated parking space which is leased as part of the lease. "House Rules" means the rules in relation to the control, management, administration, use and enjoyment of the rental housing property. "Lease" means an agreement of lease

concluded between a tenant and a landlord in respect of a dwelling for housing purposes. It is the responsibility of government to promote rental housing whereby the government must promote a stable and growing market that progressively meets the hidden demand for affordable rental housing among persons historically disadvantaged by unfair discrimination and poor persons, by the introduction of incentives, mechanisms and other measures that improve conditions in the rental housing market. The government should also encourage investment in urban and rural areas that are in need of renewal and revival and to list just a few, correct distorted patterns of residential settlement by initiating, promoting and facilitating new development in or the redevelopment of affected areas (Government Gazette No. 20726 2000:5).

The Act also elaborate on the relations between tenants and landlords. Here, in advertising a dwelling for purposes of leasing it, or in negotiating a lease with a prospective tenant, a landlord may not unfairly discriminate against such prospective tenants, on more grounds, including: race, gender, sex, pregnancy, marital status, sexual orientation, ethnic or social origin, colour, age, disability, religion, conscience, belief, culture, language and birth (Government Gazette No. 20726 2000:5). Establishment of Rental Housing Tribunals by the MEC from the Gazette functions in terms of fulfilling the duties imposed upon, and must do all things necessary to ensure that the objectives of this chapter are achieved. The Tribunal is composed of not less than three and not more than five members.

### **2.3.13 Housing Development agency act 23 of 2008**

The Housing Development Agency Act No. 23 of (2008:8) defines "Acquire" as a means to acquire in any manner, including way of expropriation. It defines "Agency" as the Housing Development Agency which was introduce in section 3 of the above Act. "Board" means the Governing Board contemplated in section 9, "Chief executive officer" means the chief executive officer appointed in terms of section 17, "Chief financial officer" means the chief financial officer appointed in terms of section 17 and the "communal land" referred to as communal land in section 1 of the Communal Land Rights Act, 2004 (Act No. 11 of 2004). The aim of this Act is to provide for the establishment of an Agency which will facilitate the acquisition of land and landed

property that complements the capacities of Government across all spheres (The Housing Development Agency Act 23 of 2008:10).

The objectives of the agency are to identify, acquire, hold, develop and release state, communal and privately owned land for residential and community purposes and for the creation of sustainable human settlements. In terms of the role of the Agency, the following are outline;

- The agency must, in consultation with the relevant owner, identify, acquire, hold, develop and release state, privately and communal owned land for residential and community purposes for the creation of sustainable human settlements.
- Again, the Agency must ensure that there is funding for the provision of all infrastructure that is required for housing development.

The Minister should however, after consultation with MINMEC, conclude a written mandate with the Agency as soon as possible and should not be later than six months after the appointment of the Board (The Housing Development Agency Act 23 of 2008:16).

#### **2.3.14 Social housing act 16 of 2008**

Government Gazette 34970 (2012:3) of the Social Housing Act 16 of 2008 referred to “institutional subsidy” as an institutional or any other capital subsidy or grant under a national housing programme, which is approved, allocated and administered by a provincial government or by a municipality which is accredited by the MEC of the province. The “Municipal entity” was also defined as municipal entity in terms of the Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000). “Occupancy agreement” according to the Act means an agreement between a housing co-operative and a member in terms of the Co-operatives Act, 2005(Act No. 14 of 2005) and “Register” means the register of social housing institutions contemplated in section 11(3)(c) of the Act amongst others (Government Gazette 34970 (2012:3).

Chapter 2 of the Act looks at applications, accreditation, qualifying criteria whereby any institution that intends to carry on social housing businesses must apply in writing using a form that corresponds substantially with the Annexure, as may be amended from time to time, by the regulatory authority for accreditation as a social

housing institution. The criteria for qualifying accredited by the social housing institutions has three main categories of social housing institutions that the regulatory authority shall consider accrediting which are corporate entities that conduct its affairs on a non-profit basis, municipal entities and housing co-operatives (Government Gazette 34970 (2012:5). Regarding the institutions concerned with the register of social housing, the register contemplated in section 11(3) (c) of the Act must in respect of every social housing institution contain:

- The name and form of the social housing institution.
- The status of accreditation.
- The date of accreditation and any change in accreditation status.
- Any grants approved and particulars thereof.
- All social housing projects undertaken and completed.
- All social housing stock under management.
- Particulars of any instruction, directive or notice issued to the institution (Government Gazette 34970 2012:14).

In terms of the compliance monitoring on chapter 3, the social housing institutions must on a quarterly basis being June, September, December and March, report to the regulatory authority where the information as contemplated in regulation (3) must be provided. Again, a social housing institution must on an annual basis and within 30 days of the start of its financial year, submit to the regulatory authority for approval, its business and operational plan for the following year (Government Gazette 34970 2012:19). A social housing institution must request permission from regulatory authority before implementing any change to its constituting documents such as the standard lease agreement or standard house rules and any material change to its business plan or operational plan. Looking at the Act again, the Government Gazette 34970 (2012:19) indicates that the social housing institution must request permission from regulatory authority before implementing any change to its constituting documents, standard lease agreement or standard house rules and any material change to its business plan or operational plan. Still, the Regulatory Authority has to provide a copy of a forensic audit report contemplated in section 12(3) of the Act to the social housing institution concerned (Government Gazette 34970 2012:19).

Chapter 14 elaborates on the code of conduct which sets out the requirements or standards in respect of financial sustainability, good governance, excellence of service delivery against which the performance of social housing institutions will be measured and to which an applicant for accreditation must commit itself (Government Gazette 34970 2012:19). In terms of the investment criteria, the regulatory authority may invest in social housing institutions against the following criteria:

- Land and services criteria, as specified in regulation 19.
- Housing design criteria, as specified in regulation 20.
- Marketing arrangement criteria, specified in regulation 21.
- End user agreement, specified in regulation 22.
- Rental and tenure costs, specified in regulation 23.
- Financial viability, specified in regulation 24 (Government Gazette 34970 2012:19).

In order to comply with the land and service criteria, the social housing institution is responsible for the housing stock during development and must specify the terms and conditions such as:

- The grant
- Monitoring the grant
- For the utilisation of the grant according to the Social Housing Act 16 of 2008 (Government Gazette 34970 2012:26).

#### 2.3.15 National housing code of 2000 (revised in 2009)

According to Tissington (2011:20), the National Housing Code was first published in 2000 in accordance with the Housing Act, set out the underlying policy principles, guidelines, norms and standards which apply to the National Housing Programmes. Some of these programmes were removed, and new programmes were included, after the adoption of Breaking New Ground in 2004. The Code is binding on provincial and local spheres of government. Chapter 6.6 of the guide outlines the National Housing Code in more detail. In 2009 a revised National Housing Code was

published and contains the BNG-compliant National Housing Programmes which are described as the “building blocks in the provision of sustainable human settlements.” (Tissington 2011:20).

The housing policy in view of Tissington (2011:20) is based on a fundamental understanding that housing is a critical basic need. The right to “have access to adequate housing” first articulated in the RDP in 1994, and was enshrined in the 1996 Constitution, wherein it is stated that “(1) Everyone has the right to have access to adequate housing” and “(2) The state must take full reasonable legislative and other measures, with its available resources, to achieve the progressive realization of this right” (RSA 1996). Subsequently, the principles, goals and strategies of the housing policy were transformed into legislation in the form of the Housing Act (107 of 1997) (RSA 1997). The main aim of the Act is to facilitate the provision of a sustainable housing. In addition, the Housing Act aligns the National Housing Policy with the Constitution, and clarified responsibilities of the three spheres of government: national, provincial and municipal levels (RSA 1997).

## **2.4 Issues and challenges concerning RDP housing**

According to Lehohla (SSA-Statistical release) (2013: 12) households who resided in informal dwellings between the period of 2002 and 2013 were the highest in North West of Province of South Africa. Lehohla (2013:12) in the SSA-Statistical release, during the survey, pointed out that 15, 3% of South African households were living in ‘RDP’ or state-subsidised dwellings/houses with a higher percentage of female-headed household making a percentage of (16, 4%) than male-headed households with a percentage of (11, 1%) who also received a government housing subsidy. Lehohla (SSA-Statistical release) (2013: 12) also acknowledged that some residents (beneficiaries of RDP houses) had, however, raised concerns about the quality of the subsidised houses and 15, 9% indicated that the walls of the RDP houses were weak and not very sustainable while 15, 3% regarded the dwellings’ roofs of the RDP houses as weak or very weak. About 29% of households in Eastern Cape reported problems with the quality of their walls and roofs.

As cited by Bernard (2012:68) in *Apartheid and Beyond*, he argues that RDP housing schemes have endeavoured to make the new Constitutional right to housing a reality, but the design and construction of the houses have seemed so unsatisfactory to many in need in terms of poor building standard of the houses. Bernard (2012:69) further criticizes that the RDP houses are unnecessarily small and are painted with different colours, scattered all over a particular area in the outskirts of the city/town. He further criticized by saying that, by 2003 seven and a half million people lack access to running water and about twenty – one million went without sanitation services all under the umbrella of the Reconstruction and Development Programme. He then acknowledged that, despite the numerous challenges surrounding the issue of RDP housing, the provision of water and electricity has helped in adding value to the lives of the needy ones which has been recommended by other scholars as an achievement from the ANC government towards a more equitable provision of basic utilities to the people (Bernard 2012: 75).

Kimm (1989:4) cites in Keare et al (1984:4), in the *Evaluation for Shelter Programs for the Urban Poor*, looks at how countries which are not developed approached housing with the use of government substantial subsidies. Because of the population growth and urbanisation, the initial positive approach towards housing was led down. (Kimm 1989:5). Around the 1990s, focus was no longer on estate housing but on “Basic needs” strategy. The programme was introduced which developed site, services, slums were upgraded and there was adequate housing that led to meeting the housing needs of the poor (Kimm 1989:5).

Challenges still occurred despite meeting minimal achievements. Ntema (1989:19) pointed out the challenges such as; problems of land acquisition, inadequate finances, policies, processes and procedures not followed, inadequate resources and building materials also became a challenge. Ntema (1989:19) made his points clear on the way forward towards reducing the above mentioned challenges. He proposed that in order for the government to meet up with the growing housing needs, the government according to Ntema (1989:19) would have to explore a variety of options for housing construction such as; financing and land acquisition,

new combinations of policies will be needed to strengthen the private sector's capacity to provide affordable housing and supporting self-help housing construction (Ntema 1989:20). He further recommended that policy options for the National Housing Strategy should provide for slum clearance, public or low cost houses, sites and services upgrading schemes, modification of land use and building regulations, and finally, employment and income generating programmes for the underprivileged to increase their abilities to afford for housing and land tenure programs.

Ley (2010:125) in the Housing, Governance and Civil Society in Cape Town examined the RDP housing challenges. It is stated in the document that the most pressing housing issues are the problems with regards to the provision of RDP/low cost houses, its upgrades in terms of the housing qualities and accessed to land. The document further criticises the aspect of people selling state provided RDP houses and moving back to squatter camps. Ley (2012:133) looked at the above mentioned challenges and introduced the Integrated Human Settlement Strategy (IHSS) document which was published in 2005 which proposed solutions such as; instead of building RDP houses to the low income earners, land, sites and services should be allocated to the low income earners so that they can build their own houses with the help of government subsidies. Ley (2010:134) acknowledged that the IHSS has introduced a paradigm shift towards more integrated approaches such as moving away from the standard housing problems and promoting informal settlement upgrades and social housing.

Scholars such as Glasser (1977:147) cited in Grimes (1976:147) in *Housing for Low - Income Urban Families* looked at the present housing situation in Ecuador in terms of the housing crises. These crises arose as a result of the consequences of historic racial and class domination of land ownership. The victims of these strategies faced force expropriation from their cultivated land which created a problem of housing to the poor. Grimes (1976:148) said housing for the lower classes was now built on marginal land from the outskirts of the colonies with very low quality materials been used. Inadequate planning provision for housing lower income earners was not achieved (Grimes 1976:148). This created a backlog where a building that initially could house a family and dependents was now supposed to

shelter 25 families without any municipal services. These setback continued until the period of domestic tranquillity from 1948 to 1960 when there was an international concern towards the growing housing backlog in most developing countries. An Alliance for Progress was formed in the country in an effort to provide a mechanism for the construction of low cost housing. This to a certain extent reduced the problem of housing in the area (Grimes 1976:152).

DHS (2012:72) in the Conventional Response to Informal Settlement in South Africa document criticizes RDP housing in terms of policy implementations. The Department highlights that most RDP houses have been constructed by private developers whereby one million houses were pledged and more or less delivered during the first five years after 1994 (DHS 2012:72). However, the Department criticises the approach taken to achieve this roll out figures as target – driven, with the housing problem reduced to a technical equation and private sector developers rolling out RDP houses to minimal standards as fast as the subsidies were allocated (DHS 2012:72). Given the scale of the challenges, the Department admits that the housing backlog was larger in 2012 than it was in 1994. The approach proved fundamentally inadequate to make a change in the housing problem. Again, those who “benefited” from the RDP housing, their envisage gains have not always transpired in terms of the dominant location of subsidised houses, the cost associated with occupying a house relative to a shack, and the technocratic implementation logic of developers approaches all negatively affected potential welfare outcomes (DHS 2012:72). The Department further looked at the most pertinent challenge in the RDP housing with regards to the issue of most households not having the mechanism for toilet papers in the houses, so the toilets are connected to waterborne sewerage which cannot with stand commonly used items such as; newspapers, packages and nylon plastics (DHS 2012:74). The way forward according to the Department is that, the beneficiaries of RDP houses should generate income through backyard shack rentals since most of them are unemployed so as to generate income which will be used in sorting out the problem of water and sanitation. The beneficiaries would be able to pay for technicians to unblock blocked water pipes and connect proper toilet connections to reduce the

spread of communicable diseases such as tuberculosis and diarrhoea (DHS 2012:75).

From the views of Mander, Brebbia and Tiezz (2006:20) in the document titled, "The Sustainable City IV": Urban Regeneration and Sustainability. In the document, they criticize the concept of RDP housing by explaining that the pressing needs for appropriate housing development and infrastructural development were never addressed properly. This resulted in degradation and the creation of squatter camps. They further explained that rural areas/townships resembled concentration camps bearing no promise for further urban development and economic sustainability (Mander et al 2006:20). Challenges such as; high crime rates, HIV/AIDS pandemic, slums and squatters settlements which all included a significant decline in urban development in terms of housing. Mander et al (2006:20) further argued that most rural areas were yet to experience proper infrastructural development and systems considering the urban growth, over population and inherent socio economic difficulties. Mander et al (2006:21) went further to propose that the current socio – spatial patterns and emerging urban architecture in most rural areas of South Africa require scientific acknowledgement for their contribution as far as sustainable RDP housing is concerned.

The document titled, Peace and Security for Africa Development (2011:50) critically examines the inception of the RDP housing and its ongoing challenges in terms of government not meeting up with the people's expectation with regards to the provision of RDP houses. Houses which have been allocated are proven to be too small to accommodate larger families and therefore mud and shack houses continue to be an alternative for the low income earners. Peace and Security for Africa Development (2011:50) further criticised that the manner in which the RDP houses have been and are being constructed are not of standard. Here, some houses collapse during heavy rains or when there are strong winds. Many people's expectations in terms of a better life with regards to RDP housing have not materialized since 1994.

## 2.5 Theoretical perspectives

The theoretical perspective that underpins this study is the capability approach which is an evaluative framework for individual welfare in terms of capabilities and functioning's (Todaro and Smith 2010:16). According to Chellekan (2007:279). Sen explains the concept *'functioning which has distinctly Aristotelian roots reflects the various things a person may value doing or being. The valued functioning may vary from elementary ones, such as being adequately nourished and being free from avoidable diseases to vary complex activities or personal states, such as being able to take part in the life's of the community and having self-respect'*. Applying functioning to development as cited by Sen in Chellekan (2007:279) where he elaborates that it enables one to first of all empower humans because humans are not only concerned with development but are a means to development and an end to themselves. The reason is because development is fundamentally the achievement of a better life for human beings, or in another word improving the kinds of lives people live (Chellekan (2007:279).

According to Chellekan (2007:280) Sen, admits that a functioning is a person's achievement. That is, what a person manages to do or to be which extends beyond intentional actions and involves the state of existence. Here, the choosing that initiates the riding, the mental state that accompanies the riding and the physical and psychological fitness of an individual as cited by Sen in (Chellekan 2007:280). The concept of functioning has been defined by Sen in Chellekan (2007:280) as 'a person's combine actual functioning's, n-tuple of functioning or the set of functioning a person actually achieves. Sen further expatiates that functioning's enable well-being which can be obtained by achievements. These achievements are a person's states that promotes his or her own well – being or that of others. A person's well – being therefore are 'doings and beings' as cited by Sen in (Chellekan 2007:280). Sen finally looks at functioning's in the context of ethical evolution of both well-being and agency functioning meaning someone who acts and brings about change (Chellekan 2007:280).

As cited by Sen in Todaro and Smith (2010:42), Sen views capability to function as what matters to humans because economic growth cannot be sensibly treated as an end in itself but development has to be more concerned with enhancing the lives people lead and the freedoms they enjoy. According to Todaro and Smith, (2010:42) Sen goes on to argue that poverty cannot be properly measured by income or even by utility as conventionally understood. Instead what matters fundamentally is not the things a person has or the feelings these things provide to the person but what a person is, or can be, and does, or can do is what matters for well-being and not just the characteristics of commodities consumed, as in the utility approach, but what use the consumer can and does make from the commodities.

### **2.5.1 How suitable the capability approach is to this study?**

The capability approach is suitable in this study because the study investigates the challenges and issues of housing. Some social attainments of humans cannot be attained if people do not own proper housing. According to Evangelista (2010:5) housing meets people's need for shelter because it protects people from severe weather conditions. It also enables people to increase their abilities by allowing them to relax, providing them a place to keep their belongings and to hygienically take care of themselves; a space for personal and social relations, a space to establish creativity, a point of reference, a place where people can work or relax; and, as an indication of belonging to a community thereby permitting people's political participation. Housing in this regard gives humans the capability to attain their functioning's or states of well-being that they can appreciate as a 'home'.

In adequate housing according to Evangelista (2010:7) is a process that can embrace situations in which the capabilities of an individual are affected by different issues. For instance, inadequate satisfactions reduce the availability of choice and consequently the freedom to achieve a home. This supports the fact that homeless people are not free in terms of capabilities and their choice are based on the limited prospects accessible to them if at all there are any. Here, housing is not considered a material resource, but as a mechanism that can act to enable the functions required for a "well lived" life. Without this, material goods are rendered

“purposeless”, their value being dependent on the “role they actually play in human life” rather than their existence (Nussbaum 1992:233).

Again, the capability approach is suitable in this study because the capacity for life would be lacking in the sense that many homeless people always think of taking away their own lives because of the multiple challenges they face as homeless people before they are being sheltered or given refuge by departments concern or recognised institutions. Thus, difficult factors often force homeless people to believe that they no longer have a life worth living leading to addictions, mental illness, despair, déstitution to list just a few (Nussbaum 1992:235). The capability approach looks at bodily health and integrity life in terms of housing as one of the aspects of human functioning's. Humans are rooted in bodies which fundamentally are homes that cultures societies (Nussbaum 1992:235) thus humans need to be capable of having good health, adequate shelter and nourishment, and to be free from assaults and attacks. Therefore, inadequate housing can be related with an awareness of mortality and, often, an active negotiation with death.

## **2.6 The importance/ benefits of service delivery in the provision of RDP houses in South Africa and the North West Province**

In the vision of RDP, housing played two important roles. Firstly, bringing about development and secondly, directing government spending. Housing has always been considered as a ‘principal sector’. The advent of democracy in South Africa in 1994 was not only concerned with political transformation as a necessity but also an institutional reform that dealt with socio – economic and development challenged in South Africa. The South African government had to prioritise the delivery of basic services to previously under-served, marginalized and oppressed communities in South Africa (Khumalo, Ntlokonkuku & Rapoo and 2003:3). The government of the North West Province decided that some government land be transferred to the Mmabatho Local Municipality for the construction of subsidies or RDP houses. This decision was made when the government realised that thousands of South African citizens could not have access to appropriate housing. This initiative was put in place by the Mmabatho Local Municipality and the Department of Human Settlement.

Local governments and local Municipalities in South Africa have a critical role to play in the Country's developmental process and the delivery of services to most communities in a very sustainable manner. These municipalities have been tasked with implementing the construction and maintenance of basic infrastructure including water supplies, electrification, building of houses (RDP houses inclusive), sanitation and refuse collection (Koelble and Lipuma 2008:2).

Kanyane (2010:78) defines public service delivery as "a process which is concerned with the provision of services by government and public entities" This includes both physical infrastructure and social initiative that will enable communities to improve their standard of living. Fox and Meyer (1996) also define public service delivery as "the provision of public activities, benefits or satisfactions; the range of public services provided relates both to Public goods, which are, tangible ", and to services, which are, intangible".

The rise of service delivery complaints across South Africa has to a large extent raised concerns not only about the sustainability of democracy but also about the innovative possibilities. The poor are not only dissatisfied with the very high levels of poverty and inequality, but also with governments maladministration, corruption and nepotism which have led to slow delivery of basic services (especially the construction of RDP houses since most people are still on the waiting list) in most poor communities (Manala 2010:519). It is a problem when some of the reasons of service delivery protest changes from one community to another such as the mobilisation against present councillors, infighting within structures of the government concerning issues such as sanitation service, water service and housing facilities (Kanyane 2010:78).

## **2.7 Challenges with the delivery of RDP housing**

Bernard (2012:69) points out some of the challenges with regard to RDP housing in that the designs and construction of the RDP houses seemed so unsatisfactory in the sense that; RDP houses are unnecessarily small and are scattered all over a

particular area precisely in most outskirts of some cities/towns in South Africa. He further criticised the Reconstruction and Development Programme by saying that during the period of 2003, seven and a half million people lacked access to running water and about twenty – one million went without sanitation services.

Ntema (1989:19) also pointed out some challenges with regards to the delivery of RDP housing such as; policies, processes and procedures not properly followed and inadequate resources and building materials has always been a challenge towards the Reconstruction and development programme. Ley (2010:125) also noticed that the most pressing housing issues/problems under the umbrella of the RDP housing programme are the problems with regards to the provision of RDP/low cost houses, its upgrades in terms of the housing qualities which has for the past years not been achieved not leaving out the aspect of RDP beneficiaries selling state provided RDP houses and moving back to squatter camps.

Grimes (1976:147) also looked at the problem of some challenging housing situations which arose as a result of the consequences of historic racial and class domination of land ownership. In the past, people faced forced expropriation from their cultivated land which created a problem of housing for the poor. This problem then forced the government to build houses for the lower classes on marginal land from the outskirts of most areas. Again the DHS (2012:72) criticises RDP housing in terms of policy implementations in the sense that most RDP houses have been constructed by private developers whereby one million houses were pledged and more or less delivered during the first five years after 1994 (DHS 2012:72). The Department admitted that the housing backlog was larger in 2012 than it was in 1994 because the approach proved fundamentally inadequate in terms of making a change in the housing problem.

Mander, Brebbia and Tiezzi (2006:20) criticized the concept of RDP housing by explaining that the pressing needs for appropriate housing development and infrastructural development were never addressed properly which resulted in degradation and the creation of squatter camps in most rural areas of South Africa. (Mander et al 2006:20) examined some challenges such as; high crime rates, HIV/AIDS pandemic, slums and squatters settlements in the context of RDP housing

which has resulted to a significant decline in urban development in terms of RDP housing in the country.

In view of the South African Government News Agency (2009:2) Mr Tokyo from the Department of Human Settlement deliberated on some of the challenges that are faced by the departments where by the government would be spending R1.3 billion to rectify poorly built RDP houses instead of using these resources to solve other socio – economic issues. He further said an estimate suggest that 26% of households in the six metropolitan area in South Africa live in – formal dwellings often “illegally” and with limited access to services (South African Government News Agency 2009:2). The South African government in the past set a targeted mandate of housing for all by 2014, as part of its national spatial development agenda thus the government places its focus on the provision of subsidies housing under the RDP housing programme. However, the escalating housing prices, limited access to land and housing finance, highly regressive land taxation and low supplies of subsidies housing has made it difficult for the poor to access houses.

## **2.8 Summary of chapter**

This chapter summarises the different concepts that have been incorporated in this study. A detailed review of the RDP and other policy documents relating to housing in South Africa have be examined. Discussions and critiques from different scholarly views with regards to RDP housing in South Africa and beyond have been explained whereby a number of scholars have expressed their arguments on how they look at RDP housing, issues of housing and the challenges associated with housing within and beyond South Africa. The theoretical approach that underpinned the study and its relevance to housing have been reviewed. The importance of service delivery in the provision of RDP housing in South Africa and the North West Province including some challenges relating to RDP housing has been given attention to.

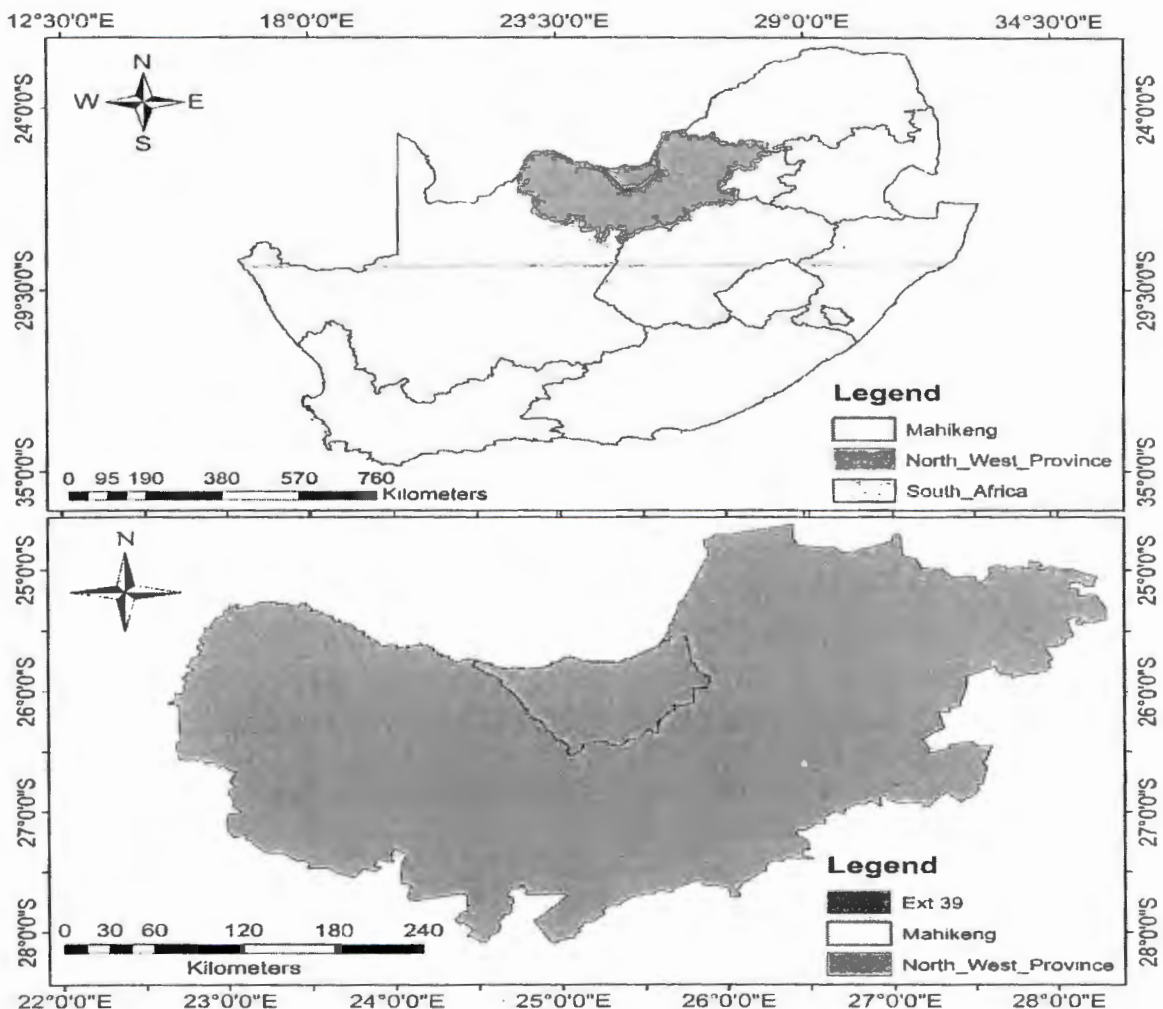
## CHAPTER THREE

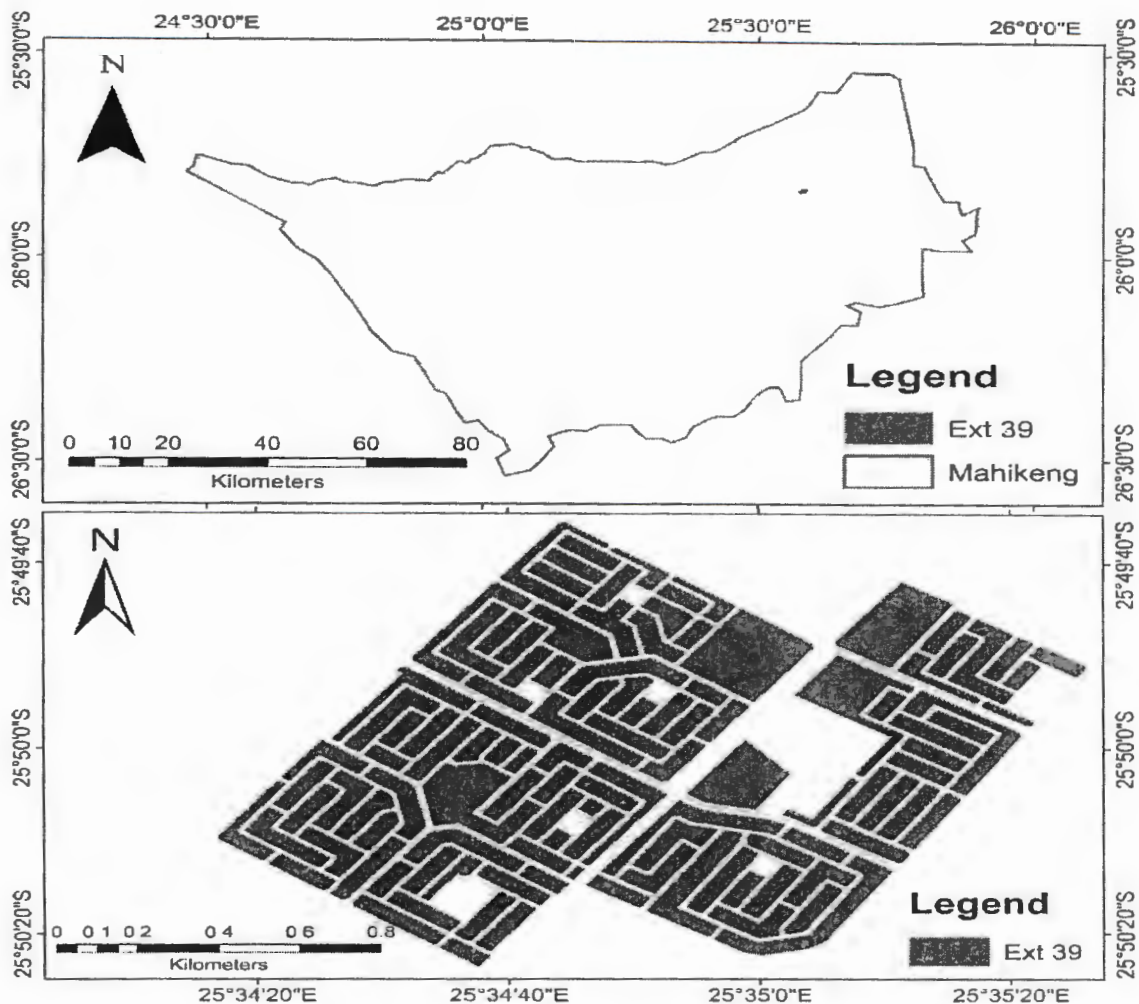
### SOCIO – ECONOMIC PROFILE OF THE MAHIKENG LOCAL MUNICIPALITY (MLM) AND EXTENSION 39

#### 3.1 Introduction

Chapter Three describes the geographical location of Mafikeng in terms of where Mafikeng is situated and its estimated population. The chapter further describes in detail the economic profile of Mafikeng in relation to income and affordability, employment, access to basic services and housing. The socio- economic profile of Extension 39 is discussed as well. Some figures and tables are also presented in the chapter.

**Figure 3. 1:** Map of South Africa showing the North West Province, Mafikeng, and Extension 39 as the study area





Source: Author, (2015).

### 3.2. Geographical location of Mafikeng.

Mafikeng Local Municipality (MLM NW383) is situated in Mafikeng, in the North West Province 20 kilometres south of the Botswana border, the provincial capital city of the North West Province. The City of Mafikeng is the seat of the provincial legislature and is home to a majority of national and provincial state departments. The total area of the Mafikeng Local Municipality is 3 703km<sup>2</sup>. It is demarcated into 28 Wards consisting of 102 villages and suburbs. The total population of Mafikeng is estimated at 290228 people (MLM 2011:15) consisting of 84,279 households. Approximately 75% of the area is rural and is located mostly in the southern and western parts of the municipality and are under tribal authority control (MLM 2011:15).

The 2011 official Census indicates that the population of Mafikeng Local municipality has grown to 291 527 (SSA 2011a:5), since 1996. It also indicates that the municipality has a predominantly African population with fewer Coloureds, Whites and Indian groups, as indicated in table 3.1.

**Table 3. 1: Population group of the Mafikeng Local Municipality**

| GROUP        | PERCENTAGE |
|--------------|------------|
| Black        | 95.5%      |
| Coloured     | 2.3%       |
| Indian/Asian | 0.8%       |
| White        | 1.3%       |
| Others       | 0.2%       |

**Source:** SSA (2011:5).

As the table above indicates, majority of the population are black Africans making up 95, 5%, while 2, 3% are coloured, 0.8% are Indians/Asian 1, 3% are whites and 0, 2% are others (SSA 2011a:5).

### **3.3 Economic profile of Mafikeng**

The number of people living in Mafikeng who are unemployed according to Statistics South Africa (2011a:1), is 35.7%. The majority of the MLM households is 84 239 (842.4%) which can be considered poor because they earn below the poverty line of about 1. 600% per household on a monthly basis (SSA 2011a:1). Approximately, 93.500 (0.935%) people has been indicated as economically active (Annual Report of the MLM 2010/2011:6). Those classified as economically active are mainly employed in public services such as health, justice, local government (MLM 2011:28). There are other economic sectors where people are employed; such as

the business sectors, agriculture, mining, manufacturing, trade and tourism sectors (Miller (LG Hand Book) 2012:1).

The municipality is regarded as mainly a rural municipality and its economy is unable to provide adequate services with remunerative jobs or self-employment opportunities. According to the IDP report (MLM 2011:15) an estimated 55% of the people in the municipality had very little income thus could be considered poor. In general terms, the majority of households in the municipality earn less than the poverty line which is about R1, 600 per household per month and can be considered poor.

### 3.3.1 Income and affordability profile

**Table 3. 2:** Income categories within the municipality (poverty level)

| Household income  |        |      |
|-------------------|--------|------|
| Income categories | No.    | (%)  |
| No income         | 158813 | 55%  |
| R1-R400           | 52443  | 19%  |
| R401-R800         | 32924  | 4%   |
| R801-R1600        | 11564  | 12%  |
| R1601-R3200       | 7926   | 3%   |
| R3201-R6400       | 8443   | 3%   |
| R6401-R12800      | 8337   | 3%   |
| R12801-R25600     | 2500   | 1%   |
| R256001-R51200    | 273    | 0,5% |
| R15201-R102400    | 0      | 0%   |
| R102401-R204800   | 219    | 0,4% |

|                  |               |              |
|------------------|---------------|--------------|
| R204800- or more | 116           | 0,1%         |
| <b>TOTAL</b>     | <b>283558</b> | <b>100 %</b> |

**Source:** NW383 MAR (2010/2011).

### 3.3.2 Employment levels

**Table 3. 3:** Employment status in Mafikeng

| <b>Employment status</b> | <b>No</b> | <b>Percentage</b> |
|--------------------------|-----------|-------------------|
| Employed                 | 59 726    | 31.8%             |
| Unemployed               | 33 167    | 17.7%             |
| Discourage work seeker   | 12 987    | 6.9%              |
| Not economically active  | 81 862    | 43.6%             |
| Total                    |           | 100%              |

**Source:** SSA (2011a:1).

According to (SSA 2011a:1) 59 726 people are employed making a percentage of 31.8%, while 33 167 people are unemployed making a percentage of 17.7%. There are 12 987 people classified as discouraged work-seekers making a percentage of 6.9% and a number of 81862 people are not economically employed making a percentage of 43.6%. The unemployment rate is 35, 7%. The unemployment rate among the youth aged 15–34 in the Mafikeng Local Municipality area is 47, 1%.

High levels of unemployment are usually related to poor socio-economic conditions and poverty (MLM 2011:6).

According to the MLM's Annual Report of (2011:6), approximately 93,500 people with a percentage of 0.94 % were economically active, with an estimated 46,052 of the total population being economically inactive. The economically active population within the Mafikeng Local Municipality area is mainly concentrated in the areas of Barolong Boo Ratshidi, Mafikeng and Mmabatho. Formal employment figures suggest that these areas also provide the largest portion of employment opportunities in the municipal area. With regard to education levels of people over 20

years in Mafikeng, according to the Statistics South Africa Community Survey (2011b), 10.30% have no formal schooling, 26 % have matric and 12.40 % have attained higher education.

### 3.3.3 Access to basic services

There has been a significant increase in access to electricity, water and sanitation since 2007 as Table 3.4 shows. However, backlogs remain mainly due to rural – urban migration.

**Table 3. 4:** Service delivery in the Mafikeng Local Municipality

| Service delivery                       | 2007   | 2011  |
|----------------------------------------|--------|-------|
| <b>Water</b>                           |        |       |
| ○ Water inside dwelling                | 18.73% | 30.9% |
| ○ Water inside yard                    | 9.55%  | 22.9% |
| ○ Borehole                             | 10.18% | 31.2% |
| <b>Housing</b>                         |        |       |
| ○ Formal house/brick structure         | 74.73% | 87.3% |
| ○ Informal dwelling                    | 3.34%  | 3.26% |
| ○ Informal /shack                      | 11.78% | 7.19% |
| <b>Toilet</b>                          |        |       |
| ○ Flush toilet connected with sewerage | 20.11% | 29.2% |
| ○ Pit toilet with ventilation (VIP)    | 9.88%  | 15.5% |
| ○ Pit toilet without ventilation       | 65.9%  | 40.1% |
| <b>Refuge</b>                          |        |       |
| ○ Own refuge without dump              | 72.93% | 31.2% |

|                         |        |       |
|-------------------------|--------|-------|
| ○ Weekly refuse removal | 16.10% | 59.8% |
| <b>Electricity</b>      |        |       |
| ○ Formal lightening     | 77.8%  | 84.5% |

Source: SSA (2011) and Profile Reviewed of IDP (2013).

There is a tremendous increase in some of the services in 2011 as compared to 2007. That is, services such as; water, electricity and housing as compare to service delivery for toilets and refuse removals (SSA 2011a). According to table 3.4 above, water inside dwelling in 2007 was 18.73% and it increased with a percentage of 30.9% in 2011. In 2007, water inside yard was 9.55% and increased in 2011 with a percentage of 22.9%. Formal housing in 2007 had a percentage of 74.73% which later increase to 87.3% in 2011. Informal dwelling had a percentage of 3.34% in 2007 and decreased to 3.26% in 2011. Flush toilet connected with sewerage had a percentage of 20.11% in 2007 and had an increase of 29.2% in 2011. Pit toilet with ventilation had a percentage of 9.88% in 2007 and also increased in 2011 with a percentage of 15.5%. Pit toilet without ventilation had a high percentage of 65.9% in 2007 but dropped in 2011 with a percentage of 46.1%. Own refuse without dump had a percentage of 72.93% in 2007 and dropped in 2011 with a percentage of 31.2%. Weekly refuse removal had a percentage 16.10% in 2007 and increased in 2011 with a percentage of 59.8%. Formal lightening in 2007 had a percentage of 77.8% and increased in 2011with a percentage of 84.5%.

### **3.3.4 Housing**

According to Census (2011a) approximately 87.3% of households reside in some form of formal dwellings. In addition, by 2011, 1567 RDP houses had been provided and with a backlog of about 18615 houses still (MLM 2012:13). The increase in the backlog in terms of housing provision can be attributed to the growth in the population and the migration of people from the rural areas in the districts for greener pastures (MLM 2012:13).

### 3.4 Socio – economic profile of Extension 39 in Mafikeng

Extension 39 was established during the period of 2005 - 2008 when some indigents within the NWP and its surroundings complained to their different ward councillors about some of the challenges and difficulties they faced. Difficulties such as; unemployment, very low incomes, not able to meet up with their basic needs etc. Some if not most of the councillors who received such complaints decided to document the different needs of the indigenes. The document titled; Integrated Development Programme (IDP) was later presented to the District Municipality where it was examined. It was discovered that there was a need for the district municipality to assist the locals with regards to the above mentioned issues. The District municipality initiated that the allocation of a small budget be kept aside from their yearly budget towards the establishment of the Extension 39 project though this initiative was deliberated over some period of time before its final realisation (Groenewald 2015:1).

According to the DoHS (2011:4), a study was carried out in terms of the socio-economic profile of Mmabatho Extension 39, which acknowledged that Extension 39 have been a low cost human settlements project phase that started in 2005/2006 and was completed in 2008 and comprises of a total of 2500 RDP housing units located in ward 13 of the Mafikeng Local Municipality. Extension 39 is demarcated into four phases that comprise of phases; 1 2 3 and 4 with a total number of 2500 households.

**Table 3. 5:** Extension 39's socio - economic profile

| <b>Phases</b> | <b>Rightful<br/>Occupants</b> | <b>Illegal<br/>Occupants</b> | <b>No<br/>occupants</b> | <b>Deceased</b> | <b>Total</b> |
|---------------|-------------------------------|------------------------------|-------------------------|-----------------|--------------|
| 1             | 155                           | 145                          | 7                       | 8               | 315          |
| 2             | 232                           | 162                          | 31                      | 6               | 431          |
| 3             | 388                           | 388                          | 1                       | 4               | 781          |
| 4             | 190                           | 277                          | 6                       | 21              | 494          |

|              |       |       |      |      |        |
|--------------|-------|-------|------|------|--------|
| <b>Total</b> | 965   | 972   | 45   | 39   | 2021   |
| <b>%</b>     | 53.74 | 42.24 | 2.20 | 1.82 | 100.00 |

**Source:** DoHS's Socio – Economic Profile Report (2011:6).

The RDP houses in Extension 39 are of three phases. Firstly, the primary phase which was initiated because most citizens could not access houses of their own, thus the government had to help with subsidised houses. Secondly, the second phase was initiated because of the Pomphrets who were dispersed from the original area where they settled before coming to Extension 39. The third phase was initiated when some tenants were evicted from some nearby flats within Mmabatho and were also asked by the Mmabatho Local Municipality to reside in Extension 39 (Shapira 2012).

Most people refer to RDP houses as Matchbox Houses because these houses are generally 30m<sup>2</sup> houses on a 250m<sup>2</sup> plot of land (Hagard 2006:2). According to Hagard (2006: 4) a typical RDP house consist of a toilet, open lunge, two bedrooms, kitchen and dining area. Instead not all RDP houses are constructed in this layout but are rather made up of an open lunge, kitchen and single bedroom with no dividing walls and a separate toilet. Part of the objective of the RDP was the availability and accessibility of basic services and amenities.

The nature in which the RDP houses were constructed do not favour the beneficiaries. This is because the houses are extremely small, do not have cemented floors, no ceilings, the toilets are constructed out of the houses which is uncomfortable for beneficiaries. Most of the households accommodate more than 5 members causing overcrowding in the small RDP houses (Malwane 2014).

Extension 39 has a population of 7522 (4135.25 per km<sup>2</sup>) and an area of 1.82km<sup>2</sup> (Census, 2011:1) and is characterised by high levels of unemployment and poverty with an estimated employment rate of about 10% (Groeneward 2015:2). Most of the beneficiaries are unemployed and poverty-stricken (Malwane 2014:8), and therefore they are not in the position to pay for municipal rates and services such; as water and electricity. Most dwellers in the area are unemployed and mostly depend on social grants (Malwane 2014:8). According to the study that was conducted in

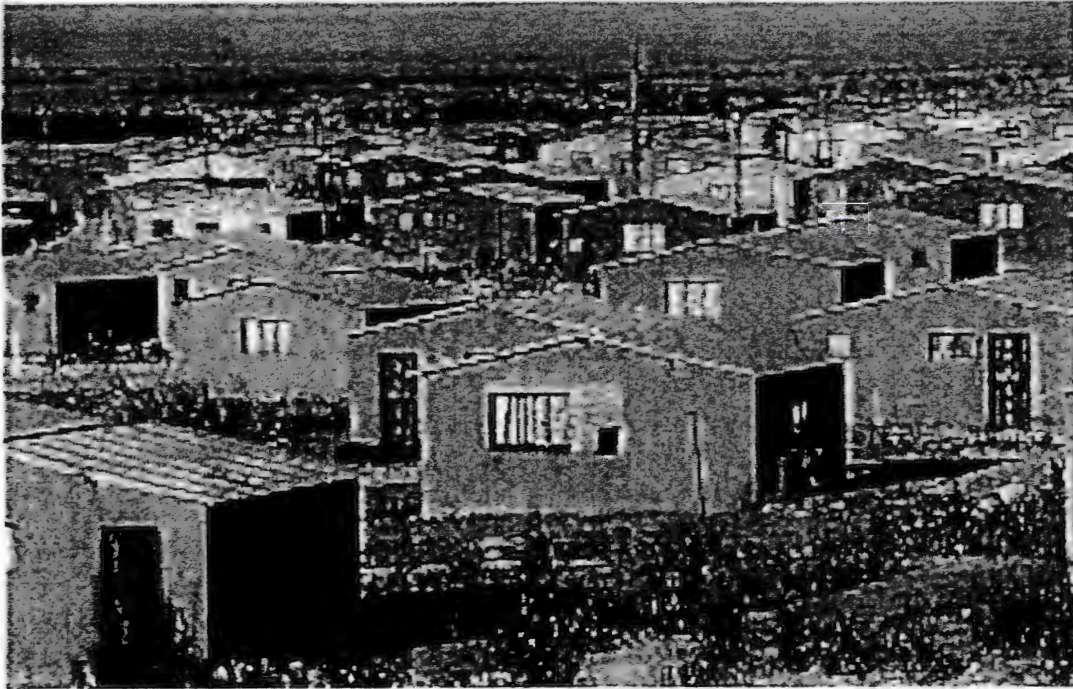
extension 39 by the Department of Human Settlement (2011:9), with regards to the socio economic profile of Extension 39. It was acknowledged that the beneficiaries of Extension 39 were experiencing severe difficulties because majority of them were unemployed and depended on social grants thus aggravating the poverty levels in the area.

There are no social amenities in Extension 39, except for a newly erected school and inhabitants have to rely on facilities such as schools, clinics, churches shopping malls which are located in the neighbouring suburbs such as unit 8, 9,15,2 and Mega City. There are road construction works currently taking place in the area (Malwane 2014:10). The beneficiaries of Extension 39 lived under severe deplorable conditions such as;

No tarred roads within the area. The only tarred road is the main road. This causes so much problems to the people during the wet season as the area becomes so muddy and unable to move from one area to another (Malwane 2014:10).The drainage system in the area was difficult to manage. Here, beneficiaries took upon themselves to dig and create better drainage systems within their houses to facilitate the flow of infected and contaminated water which has been a treat to health (Malwane 2014:7).

After the project was completed, the government was faced with a single, pressing national problem relating to the relocation of the Pomfret Community from the Northern Cape. It was a problem because the Mafikeng Local Municipality MLM had not yet allocated houses to them so they had to occupy houses that was allocated to other beneficiaries. In order to accommodate the Pomfret Community, 200 units which were already registered in the names of local beneficiaries were allocated to Pomfrets and their families' resulting to tension within and amongst the locals (DoHS 2011:6).

**Figure 3. 2:** RDP houses in Extension 39



Source: MLM (2009).

### 3.5. Summary of chapter

This chapter discusses the issues concerning Mafikeng as an area within the North West Province of South Africa. The Mafikeng Local Municipality has been examined in terms of its jurisdiction and its socio – economic attainments. Extension 39 which is the study area, has been critically examined with regards to its establishment, the number of phases it possess and how RDP houses are viewed. The chapter concludes on some challenges relating to RDP houses.

## CHAPTER FOUR

### PRESENTATION AND ANALYSIS OF THE RESEARCH FINDINGS

#### 4.1 Introduction

This chapter outlines the demographic data presentation and analysis of the respondents from Extension 39. It also looks at the roles played by the different departments in terms of the provision of RDP housing. The chapter further elaborates on the processes, procedures and involvements of RDP housing. The role of the Mafikeng Local Municipality in terms of the construction and allocation of houses according to the regulations have also been discussed. The role played by the Department of Human Settlement and the councillor with regards to the allocation of RDP houses is also under cover. Finally an elaboration of some issues and challenges in Extension 39 have been presented and it concludes a brief summary of the entire chapter.

#### 4.2 Demographic data presentation and analysis of respondents in Extension 39

Table 4. 1: Age group of respondents

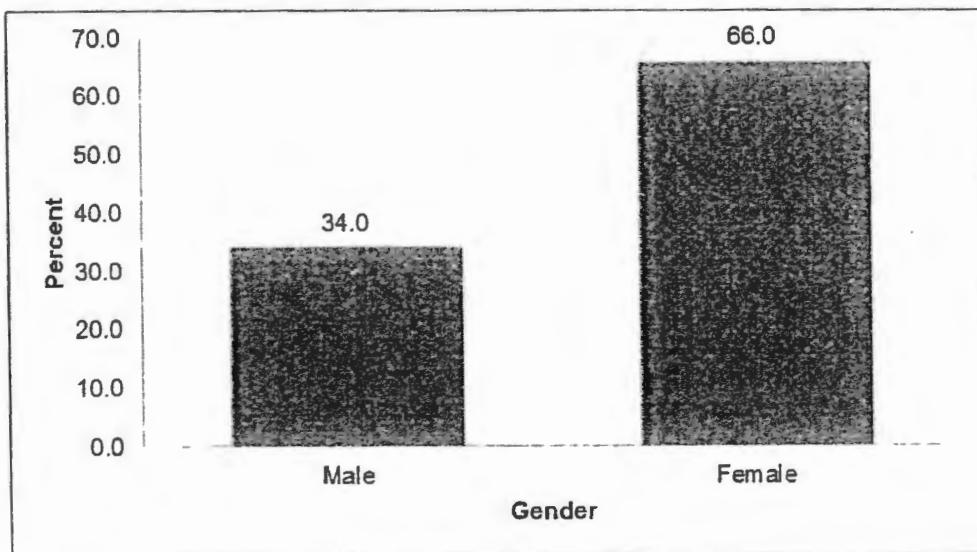
| Age     | Frequency | Percentage |
|---------|-----------|------------|
| < 15    | 2         | 2.1        |
| 15 – 25 | 8         | 8.5        |
| 25 – 35 | 14        | 14.9       |
| 35 – 45 | 28        | 28.8       |
| 45 – 55 | 24        | 24.5       |
| 55 – 65 | 6         | 6.4        |
| 65 – 75 | 11        | 11.7       |
| 75 – 85 | 1         | 1.1        |
| Total   | 94        | 100        |

##### 4.2.1 Age group of respondents

Respondents from the ages of 75 – 85 and above made a percentage of 1.1 % . Respondent from ages 65-75 made a percentage of 11.7 %. Those from 55-65 had a

percentage of 6.4. %. The highest numbers of the respondents were of the ages of 35 – 45 making a percentage of 28.8%. Respondents from ages of 35 –45 had a percentage of 28.8%. Those from ages 25 – 35 made a percentage of 14.9%. Those from 15 – 25 had a percentage of 8.5%, Respondents from the ages of 15 years had a percentage of 2.1%. Looking at ethical consideration, beneficiaries from the ages of 15 were supposed to have the consent of their parents or guardians before administering the questionnaires. It was not the case with the issue of Extension 39 since it was observed that the respondents who belonged to the ages of 15 years were tenants in the RDP houses. To a larger extent, the responses received could be considered fair since a large number of the respondents were of ages above 25 years and they were deemed to be able to understand the questions asked.

**Figure 4. 1: Gender of respondents**



#### **4.2.2 Gender of respondents**

According to figure 4.1 above, 62 females responded to the questionnaires making a percentage of 66.0% while 32 males also responded to the questionnaires making a percentage of 34.0%. This is an indication that more females reside in Extension 39 than males thus an indication of gender imbalance.

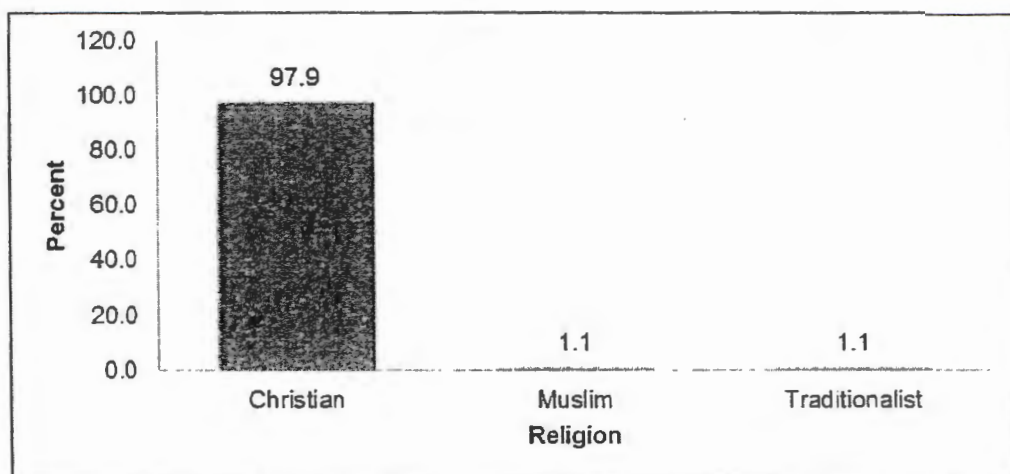
**Table 4. 2: Employment status of respondent**

| Employment    | Frequency | Percentage |
|---------------|-----------|------------|
| Employed      | 17        | 18.1       |
| Self employed | 18        | 19.1       |
| Pensioner     | 9         | 9.6        |
| Unemployed    | 50        | 53.2       |
| Total         | 93        | 100%       |

#### **4.2.3 Employment status of the respondents**

Looking at table 4.2 above, the number of unemployed beneficiaries is 50 making a percentage of 53.2%, the number of self-employed beneficiaries is 18 amounting to the percentage of 19.1%, the number of employed beneficiaries is 17 making a percentage of 18.1%, and the number of pensioners is 9 which amounts to a percentage of 9.6 %. A quick glance at the above percentages shows the number of unemployed beneficiaries has the highest frequency indicating that the existing high level of unemployment amongst the beneficiaries in Extension 39. This is a cause for concern as stated by (Malwane 2014) because most of the beneficiaries were unemployed and are poverty-stricken, most of the beneficiaries are not in any position to pay for municipal rates and services such as water and electricity since they mostly depend on social grants especially after looking at their monthly expenses in terms of food, electricity, school fees, health issues and transport (Malwane 2014).

**Figure 4. 2: Religious background of respondents**



#### 4.2.4 Religious background of the respondents

Figure 4.2 above indicates that 92 respondents in Extension 39 are Christians making a percentage of 97.9%, there was only one Muslim lady with a percentage of 1.1% and 1 traditionalist making a percentage of 1.1% as well thus the Christian faith is dominating.

**Table 4. 3: Nationality of respondents**

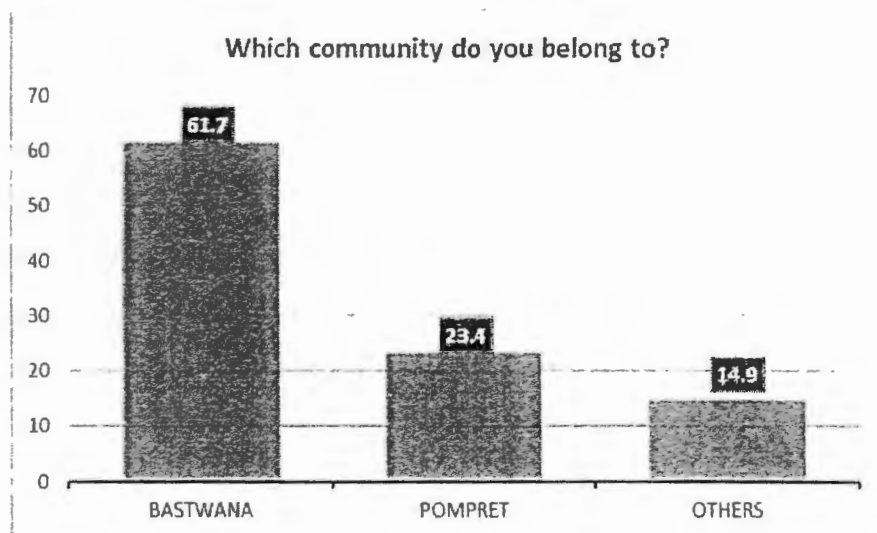
| Nationality       | Frequency | Percentage |
|-------------------|-----------|------------|
| South African     | 70        | 74.5       |
| Non South African | 24        | 25.5       |
| Total             | 94        | 100%       |

#### 4.2.5 Nationality of the respondents

From the above table, it is observed that 74.5% of the beneficiaries in Extension 39 are South African citizens while 25.5% are non – South Africans (Zimbabweans, Zambians, Malawians and Batswana's) residing in Extension 39. An attitude was

observed in the field whereby the nationals had a tendency of looking down on the non – nationals which can lead to xenophobic attacks in Extension 39.

**Figure 4. 3:** Which community do you belong to?



#### 4.2.6 Which community do you belong to?

The presentation on the figure above indicate that, the beneficiaries who belong to the Batswana community are 61 making a percentage of 61.7%, the non-nationals (Pomfrets) from Northern Cape are 22 making a percentage of 23.4% and those that are neither Batswana's nor Pomfrets "others" are 14 making a percentage of 14.9% thus the majority of beneficiaries in Extension 39 belong to the Batswana community.

**Table 4. 4:** Previous residence

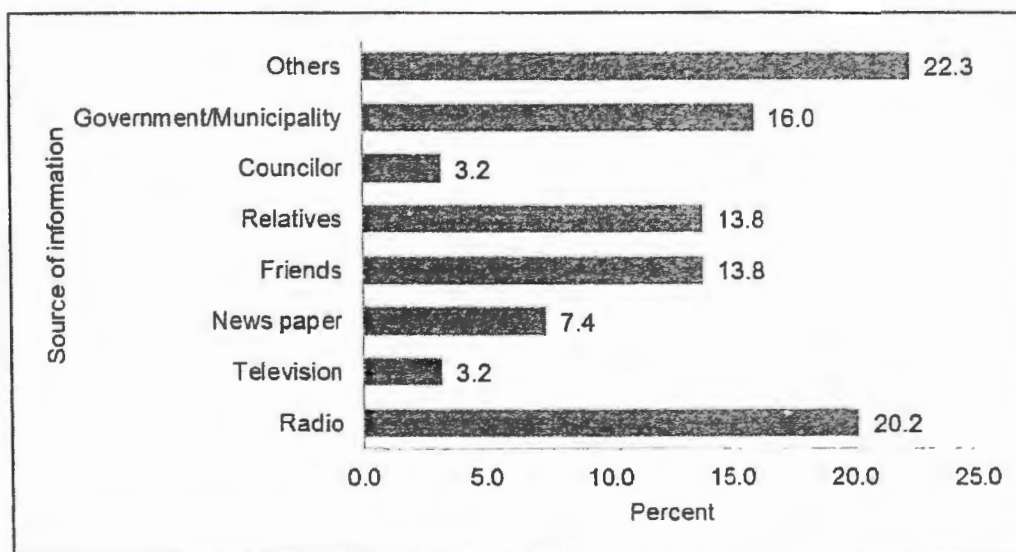
| Where were you residing before proceeding to Extension 39? | Frequency | Percentage |
|------------------------------------------------------------|-----------|------------|
| Mmabatho                                                   | 32        | 34.0       |
| Mafikeng                                                   | 35        | 37.2       |
| Botswana                                                   | 2         | 2.1        |

|                         |    |      |
|-------------------------|----|------|
| Makgobistad             | 3  | 3.2  |
| Angola                  | 1  | 1.1  |
| Kurumane                | 1  | 1.1  |
| Bethel                  | 3  | 3.2  |
| Kroonstad               | 2  | 2.1  |
| Northern Cape (Pompret) | 15 | 16.0 |
| Total                   | 94 | 100% |

#### 4.2.7 Where were you residing before proceeding to Extension 39?

After a close observation from the above table, one sees that 35 beneficiaries resided within the Mafikeng area making a percentage of 37.2%, 32 beneficiaries resided within the Mmabatho area making a percentage of 34.0. 15 beneficiaries popularly known as the Pomfrets came from the Northern Cape making a percentage of 16.0%. The beneficiaries who came from the areas around Botswana, Makgobistad, Angola, Kurumane, Bethel and Kroonstad had a very insignificant percentage thus it indicates that most of the beneficiaries residing in Extension 39 where from the Mmabatho and Mafikeng area.

**Figure 4. 4: Source of information**



#### 4.2.8. Where did you get information about the availability of RDP houses in Extension 39?

In this section, the question was to find out where beneficiaries/participants got information about the availability of an RDP house in Extension 39. Figure 4.4 above indicates that most people do not pay attention to media given that a number of 21 beneficiaries (others/unknown sources) got the highest percentage of 22.3%, in terms of where information concerning RDP houses was gotten from. 20 beneficiaries with a percentage of 20.2% listened to the radio, 15 beneficiaries got information from the municipalities making a percentage of 16.0%, in terms of getting information from friends and relatives the number was 13 making a percentage of 13.8%. The newspaper, television and the councillor were areas highlighted in terms of beneficiaries paying little attention according to the percentages presented in figure 4.4. Therefore, little attention is given to media, instead people pay attention to municipalities, friends, relatives and others in terms of getting information concerning the availability of RDP houses.

**Table 4. 5: Ownership of house**

| Rightful owner | Frequency | Percentage |
|----------------|-----------|------------|
| Yes            | 47        | 50.0       |
| No             | 12        | 12.8       |
| Tenant         | 24        | 25.5       |
| Relative       | 11        | 11.7       |
| Total          | 94        | 100%       |

**Table 4. 6:** Possession of title deed

| Title Deed | Frequency | Percentage |
|------------|-----------|------------|
| Yes        | 9         | 9.6        |
| No         | 85        | 90.4       |
| Total      | 94        | 100%       |

#### 4.2.9 Possession of title deed

The analysis of table 4.6 above indicates that majority of the beneficiaries in Extension 39 do not have title deeds. Looking at the table, 85 beneficiaries indicated that they do not have title deeds making a percentage of 90.4%, and 9 beneficiaries indicated that they have title deeds making a percentage of 9.6%. From the analyses of a survey that was carried out in Extension 39 by the Department of Human Settlement, 2011, most of the beneficiaries signed "happy letters" and moved into their houses without possessing any title deeds thus it is an indication that proper, full, legal ownership has not yet been passed on to the legal beneficiary. Some of the implications of not having a title deed are; the owners' rights are not protected, records cannot be changed and financial transactions cannot be facilitated (Rajikumar 2011:3).

**Table 4. 7:** Place where application was lodge

| What was the process of applying for and RDP house? | Frequency | Percentages |
|-----------------------------------------------------|-----------|-------------|
| Mafikeng Local Municipality                         | 16        | 17.0        |
| Mmabatho Local Municipality                         | 8         | 8.5         |
| Government of Northern Cape                         | 16        | 17.0        |

|               |    |      |
|---------------|----|------|
| Monshioa      | 1  | 1.1  |
| Rent /Nothing | 41 | 43.8 |
| Total         | 94 | 100% |

#### 4.2.10 Procedures for applying for an RDP house

Table 4.7 above indicates that, most of the people residing in Extension 39 did not follow the procedures of applying for an RDP house. A number of 41 beneficiaries indicated that they were mere tenants and the process of applying for an RDP does not apply to them making a percentage of 43.6%. A number of 16 beneficiaries indicated that the process of applying for an RDP was through the Mafikeng Local Municipality and the Government of Northern Cape amounting to a percentage of 17.0%, a number of 12 beneficiaries indicated that the process of applying for an RDP house was to go to the Roman Catholic Church (Holy family) at unit 14 and fill in the required forms which was later taken to the municipality for proper capturing making a percentage of 12.8%, Finally, one beneficiary applied for an RDP house from Monshioa (shopping centre) making a percentage of 1.1%.

**Table 4. 8: Was the application process difficult?**

| Was the application process difficult? | Frequency | Percentage |
|----------------------------------------|-----------|------------|
| Yes                                    | 48        | 51.1       |
| No                                     | 46        | 48.9       |
| Total                                  | 94        | 100%       |

#### 4.2.11 Was the application process difficult?

In finding out whether the application process was difficult, table 4.8 above indicates that 48 respondents indicated that the application process for an RDP house was

difficult making a percentage of 51.1%, and a number of 46 beneficiaries indicated that the process of applying for an RDP was not difficult making a percentage of 48.9%. There is a slight difference between the number of beneficiaries who positively responded to the process of applying for an RDP house and those who said the process was difficult. The reason is because most of them were tenants, relatives and friends and not the rightful owners of the houses thus they did not go through the process of applying for an RDP house.

**Table 4. 9: Explain the difficulties in the application process**

| <b>Explain the difficulties in the application process</b> | <b>Frequency</b> | <b>Percentage</b> |
|------------------------------------------------------------|------------------|-------------------|
| Long queues                                                | 25               | 26.6              |
| No answer                                                  | 50               | 53.2              |
| Poor service delivery                                      | 19               | 20.2              |
| Total                                                      | 94               | 100%              |

#### **4.2.12 Explain the difficulties in the application process**

Table 4. 9 above shows us that 25 beneficiaries indicated that most of their challenges for acquiring RDP houses were standing in very long queues for so many hours before being attended to, making a percentage of 26.6%; another set of beneficiaries indicated that they did not have answers to the question which is because they are not the rightful owners of the RDP houses making a percentage of 53.2% and finally the last set of beneficiaries (19) indicated that some of the difficulties that they experienced were poor service delivery from personnel's regarding the processes and procedures to be followed to acquire an RDP house. This is in line with the 2<sup>nd</sup> point under the research questions which explains some of the problems and issues associated with housing allocation and housing delivery in Extension 39. According to (Malwane 2014) a large number of homeless people are seeking for RDP houses but some of the above challenges/difficulties hinders them

from meeting up with the necessary requirements and obtaining RDP houses such as the necessary documents needed for acquiring an RDP house.

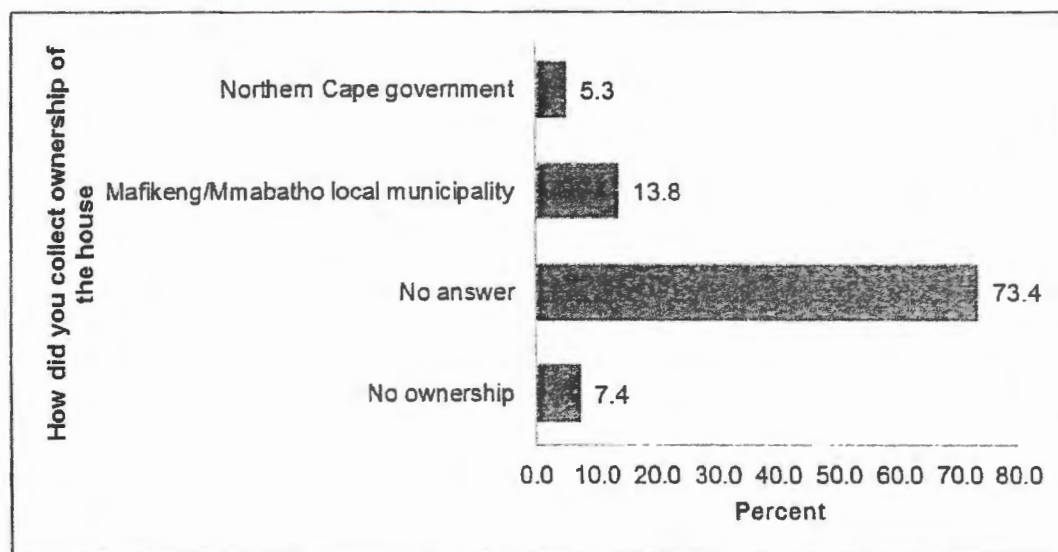
**Table 4. 10:** Communication methods

| How did you find out that your application was successful? | Frequency | Percentage |
|------------------------------------------------------------|-----------|------------|
| Text message from Department                               | 16        | 17.0       |
| Phone call                                                 | 34        | 36.2       |
| Councillor of Extension 39                                 | 1         | 1.1        |
| Letter/Mail                                                | 2         | 2.1        |
| Others                                                     | 41        | 43.6       |
| Total                                                      | 94        | 100%       |

#### **4.2.13 How did you find out that your application was successful?**

Table 4.10 above presents that 41 beneficiaries indicated that they found out that their applications were successful through other sources (unknown) making a percentage of 43.6%. The reason is because they were not the rightful owners of the RDP houses. Furthermore, a number of 34 beneficiaries indicated that they found out that their application was successful through phone call from the Departments concerned making a percentage of 36.2%, Another set of beneficiaries (16) pointed out that they knew that their applications were successful through text messages from the departments concerned making a percentage of 17.0%,. Beneficiaries who indicated that they found out that their applications were successful through mail/letters were only 2 making a percentage of 2.1 and finally, 1 beneficiary indicated that he/she found out that his/her application was successful through the councillor making a percentage of 1.1%.

**Figure 4. 5:** How did you collect ownership of the house?



#### 4. 3.1 How did you collect ownership of the house?

Looking at figure 4.5 above, 69 beneficiaries indicated no response to the question making a percentage of 73.4%. This is so because they were not the rightful owners of the house. 13 beneficiaries indicated that they went to the Mafikeng/Mmabatho Local Municipalities after they had been called to collect the ownership of the house making a percentage of 13.8%. 7.4% of beneficiaries indicated that they do not have ownership of the house. According to the Department of Human Settlement 2011, this was one of the greatest challenges that the department was facing, the rightful owners of the houses did not have ownership making them handicapped especially when issues of dispute aroused amongst the beneficiaries since there was no legal documentation to prove that the houses legally belong to them. 5 beneficiaries indicated that they got their ownership from the Northern Cape Government (Pomfrets) making a percentage of 5.3%. While the questionnaires were being administered at Extension 39, it was observed that though the Northern Cape Government was concerned/involved with allocating and processing the required documentations for the Pomfrets to relocate to Extension 39, not all of them managed to possess ownerships of the houses. Most of them still do not have ownership of their houses which was almost resulting in unlawful occupation of the RDP houses according to the process and procedures of occupying an RDP houses. Some beneficiaries got information that their applications for the RDP houses were

successful through mails, local radio stations and phone calls from the Municipality. Then, some of them were called by the municipal officials to come and do a payment of R200, 00 for electricity and then collection of the keys for the house. Others collected their keys from the ward councillor that is, those whose names were given to the councillor by the municipal officials for the collection of their keys.

**Table 4. 11:** Satisfied with their stay in Extension 39

| Are you satisfied with your stay in Extension 39? | Frequency | Percentage |
|---------------------------------------------------|-----------|------------|
| Yes                                               | 29        | 30.9       |
| No                                                | 65        | 69.1       |
| Total                                             | 94        | 100%       |

#### **4.3.2 Were you satisfied with your stay in Extension 39?**

According to table 4.11 above, 29 respondents were satisfied with their stay in Extension 39 making a percentage of 30.9%. 65 beneficiaries were not satisfied with their stay in Extension 39 making a percentage of 69.1%. The reason why most of the beneficiaries are not satisfied with their stay in Extension 39 is because of the numerous challenges that they are facing in the area such as no access to a clinic, very poor state of the minor roads (only the main/major road has been tarred) especially during the rainy seasons, no street lamps for security purposes, absolutely very high crime rates (robbery, rape cases and murder. Two months ago while data collection process was going on, a security guard in the newly built school was murdered and butchered into pieces causing a great deal of fear in the minds of those residing in the area). These are some of the partial reasons why the beneficiaries are not satisfied with their stay in Extension 39.

**Table 4. 12:** Satisfied with the quality of house

| Are you happy with the quality of the house? | Frequency | Percentage |
|----------------------------------------------|-----------|------------|
| Yes                                          | 7         | 7.4        |
| No                                           | 87        | 92.6       |
| Total                                        | 94        | 100%       |

#### **4.3.3 Are you satisfied with quality of the house?**

Looking at table 4.12 above, 7 beneficiaries indicated that they were satisfied with the quality of the house making a percentage of 7.4%, again a number of 87 beneficiaries specified that they were not pleased with the quality of the house making a percentage of 92.6%. The reason why this large number of beneficiaries are indicating that they were not satisfied with the quality of the house was because of the difficulties that they were facing in the house such as very small houses (box match), poor craftsmanship (no plastered walls, no ceilings, no cemented floors and one door key opens most doors in Extension 39 leading to theft), toilets built outside (passer-by's mostly use people's toilets without the owners being aware), illegal electricity connections, constant water rationing, very poor drainage systems, no fencing (insecurity, trespassing), and poor sanitation (no refuse removals). This was actually in line with the fourth point under the objectives which was to investigate the problems experienced by the beneficiaries of the RDP houses in Extension 39 in terms of service delivery of housing units.

**Table 4. 13:** Problems with the house

| Are you facing any difficulties in the house? | Frequency | Percentage |
|-----------------------------------------------|-----------|------------|
| Yes                                           | 86        | 91.5       |
| No                                            | 8         | 8.5        |
| Total                                         | 94        | 100%       |

#### 4.3.4 Are you facing any difficulty in house?

From table 4.13 above, 86 beneficiaries were not satisfied with the houses they were living in making a percentage of 91.5%. Definitely this was because of the so many challenges elaborated on table 4.13 above. Furthermore, 8 beneficiaries indicated that they were not facing any difficulties in the RDP house they are living in making a percentage of 8.5%. While questionnaires were being administered in Extension 39, it was observed that few people were desperately looking for a house of their own, so when they finally had a RDP house it was a feeling of fulfilment thus they pay little attention to the challenges faced in the house.

**Table 4. 14:** Type of difficulties in the house

| Explain the difficulties in the house (e.g. types of difficulties experienced) | Frequency | Percentage |
|--------------------------------------------------------------------------------|-----------|------------|
| Small houses                                                                   | 13        | 13.8       |
| Poor standard of houses                                                        | 39        | 41.5       |
| Toilet outside                                                                 | 8         | 8.5        |
| Illegal electricity connections                                                | 5         | 5.3        |
| Water rationing                                                                | 18        | 19.1       |
| Poor drainage systems                                                          | 5         | 5.3        |
| No fencing (insecurity)                                                        | 3         | 3.2        |
| Satisfied                                                                      | 3         | 3.2        |
| Total                                                                          | 94        | 100%       |

#### 4.3.5 Explain the difficulties in the house

Agreeing with table 4.14 above, 39 beneficiaries indicated that poor standard of the RDP houses were some of the difficulties that they experienced in the houses making a percentage of 41.5%. 18 beneficiaries indicated that the problem of constant water rationing in Extension 39 was a difficult situation to them making a percentage of 19.1%. 13 beneficiaries indicated that the RDP houses were so small (box match) leading to overcrowding in the house since most of the households are more than 5 members per house making a percentage of 13.8%. 8 beneficiaries indicated that the toilets that were built outside were a very huge challenge to them especially to households that had children going out in the night to use the toilets outside making a percentage of 8.5%, illegal electricity connection and poor drainage systems were also identified as a challenging situation by a number of 5 beneficiaries making a percentage of 5.3%, finally, those beneficiaries who complained of no fencing (insecurity) and those who were satisfied with the RDP houses were 3 in number making a percentage of 3.2%.

**Table 4. 15:** Access to electricity and water

| Access to potable water and electricity | Frequency | Percentage |
|-----------------------------------------|-----------|------------|
| Water                                   | 1         | 1.1        |
| Electricity                             | 27        | 28.7       |
| Both                                    | 66        | 70.2       |
| Total                                   | 94        | 100%       |

#### 4.3.6 Access to potable water and electricity

As indicated in table 4.15 above, 66 beneficiaries indicated that they had access to both electricity and water in their house making a percentage of 70.2%, 27 beneficiaries indicated that they had access to only electricity in their houses making a percentage of 28.7%, and only 1 beneficiary indicated that he / she had only water making a percentage of 1.1%. Looking at the above analysis, it is a positive

indication that in terms of the provision of water and electricity in Extension 39, the Mmabatho/Mafikeng Local Municipalities and Eskom played a crucial role in terms of that aspect of service delivery.

**Table 4. 16:** Collection of refuse by municipality

| Collection of refuse by municipality | Frequency | Percentage |
|--------------------------------------|-----------|------------|
| Once a week                          | 9         | 9.6        |
| Twice a month                        | 1         | 1.1        |
| Never                                | 84        | 89.4       |
| Total                                | 94        | 100%       |

#### 4.4 Collection of refuse by the municipality

Looking at table 4.16 above, 84 beneficiaries indicated that the municipality never collects refuse from their houses making a percentage of 89.4%. This is an indication that the municipality is failing in this domain since one of its main duties is the collection of sewerage and refuse in all most all communities. 9 beneficiaries indicated that the municipality collects refuse once a week making a percentage of 9.6% which is very insignificant to the community and finally, 1 beneficiary indicated that the municipality collects refuse twice a week making a percentage of 1.1%.

**Table 4. 17:** Challenges identified by respondents

| Specify challenges                  | Frequency | Percentage |
|-------------------------------------|-----------|------------|
| No shopping centres                 | 1         | 1.1        |
| No service delivery from the police | 28        | 29.8       |
| High crime waves                    | 31        | 33.0       |
| Satisfied                           | 3         | 3.2        |
| No street lamps                     | 5         | 5.3        |

|                            |    |      |
|----------------------------|----|------|
| No street names            | 2  | 2.1  |
| No recreational facilities | 5  | 5.3  |
| Xenophobia                 | 8  | 8.5  |
| No clinic                  | 3  | 3.2  |
| No tarred roads            | 7  | 7.4  |
| No answer                  | 1  | 1.1  |
| Total                      | 94 | 100% |

#### 4.4.1 Challenges identified by respondent

According to table 4.17 above, 31 beneficiaries indicated that the high crime wave is alarming in Extension 39 because the area lacks security making it a percentage of 33.0%. Some beneficiaries also indicated that no service delivery from the police is also another challenge in the area since the police do not do regular patrols to reduce crime making a percentage of 29.8%. 8 beneficiaries indicated that another challenge in Extension 39 is the problem of xenophobia attitudes towards the Pomfrets residing in Extension 39 making a percentage of 8.5%, other beneficiaries indicated that the problem of no tarred roads is very challenging to them especially during the rainy seasons making a percentage of 7.4%.

The issue of no street lamps and no recreational facilities was also identified by 5 beneficiaries as a challenge which makes a percentage of 5.3%, 3 beneficiaries were satisfied with everything in Extension 39 making a percentage of 3.2%, another 3 beneficiaries indicated that the problem of no clinic is also very challenging to them as they always have to go to unit 9 clinic and Motlabeng mobile clinic even in cases of emergencies making a percentage of 3.2%, 2 beneficiaries indicated that there are no street names in Extension 39 thus a problem in terms of directions making a percentage of 2.1% and finally, 1 beneficiary indicated no answer to the question of specify the challenges in Extension 39 making a percentage of 1.1%.

In summary, Malwane (2014), after conducting a survey in Extension 39 acknowledged that there are no social amenities, except for a newly erected school

(which is not yet functional) and beneficiaries rely on facilities such as schools, clinics, churches shopping malls and many others within the neighbouring areas such as; unit 8, 9,15,2, Mega city. Two of the RDP houses have been used as clinics in Extension 39.

**Table 4. 18:** Development project in Extension 39

| Are there any developmental projects in Extension 29? | Frequency | Percentage |
|-------------------------------------------------------|-----------|------------|
| Yes                                                   | 91        | 96.85      |
| No                                                    | 3         | 3.2        |
| Total                                                 | 94        | 100%       |

#### **4.4.2 Are there any developmental projects in Extension 39?**

Table 4.18 above indicates that a large number of beneficiaries (91) acknowledged that there are three developmental projects in Extension 39 which are; a newly constructed school, the tarred main road and the newly built flats making a percentage of 96.8%. 3 other beneficiaries were not aware and indicated that there were no developmental projects going on in Extension 39 making a percentage of 3.2% which makes their response very insignificant to the study since a larger percentage of the respondents acknowledged that there are developmental projects going on.

#### **4.4.3 Specify developmental projects in Extension 39**

91 beneficiaries indicated that there was both a road and a school as a developmental project in Extension 39 making a percentage of 96.8%, and 3 beneficiaries indicated that only a road was being constructed in Extension 39 making a percentage of 3.2%. While data was being collected, it was observed that there were actually two major developmental projects going on in Extension 39

which are the main road which have being tarred and the newly built school in the area meaning that there are developmental projects going on in Extension 39.

**Table 4. 19:** Availability of employment opportunities

| Are there any job opportunities in Extension 39? | Frequency | Percentage |
|--------------------------------------------------|-----------|------------|
| Yes                                              | 10        | 10.6       |
| No                                               | 84        | 89.4       |
| Total                                            | 94        | 100%       |

#### **4.4.4 Are there any job opportunities in Extension 39?**

Table 4.19 above indicates that 84 respondents acknowledged that there are no job opportunities in Extension 39 making a percentage of 89.4%, and on the other hand, 10 beneficiaries indicated that there are job opportunities in Extension 39 making a percentage of 10.6%.

#### **4.4.5 Specify job opportunities in Extension 39**

86 beneficiaries indicated that there are no job opportunities in Extension 39 making a percentage of 91.5%, 4 respondents acknowledged that there were peace jobs in Extension 39 and 4 other respondents also indicated that there were job opportunities such as Expanded Public Works Program (EPWP) making a percentage of 4.3%.The job opportunities which the 4 beneficiaries are specifying are the peace works gotten from the construction who participated in the tarring of the main road and the Expanded Public Works Program (EPWP). That is, assisting the main workers in a way thus job opportunities exist but in limited absorption capacity for residents seeking such in Extension 39.

#### **4.4.6 Any service delivery from any organisation?**

1 beneficiary acknowledged service delivery from other organisations making a percentage of 1.1% and 93 beneficiaries indicated that there has not been any service delivery from any organisation making a percentage of 98.9%.

#### 4.4.7 Specify service delivery

One (1) beneficiary indicates that the services delivered was from a social worker in relation to a school child who was malnourished while staying with his grandmother being referred from the school teacher for attention making a percentage of 1.1%. This explains why, 93 beneficiaries indicated that there was not and have not been any services delivered from any organisations in Extension 39 which is in line with the second point under the objectives of the study which emphasises on the issue of examining the role that other stakeholders play in terms of the provision of service delivery in Extension 39.

**Table 4. 20:** What is the role of the councillor? (What assistance have you received from the ward councillor in Extension 39)?

| Role of councillor            | Frequency | Percentage |
|-------------------------------|-----------|------------|
| No assistance from councillor | 91        | 96.8       |
| Assistance from councillor    | 3         | 3.2        |
| Total                         | 94        | 100%       |

#### 4.4.8 What is the role of the councillor?

Looking at table 4.20 above, with regards to the role of the councillor in Extension 39 in assisting beneficiaries with issues of RDP housing, 91 beneficiaries indicated that there was no assistance of any sort from the councillor who represents the people of Extension 39 making a percentage of 96.8% and another set of beneficiaries (3) indicated that there was assistance from the councillor making a percentage of 3.2% which is very insignificant. Approximately 80% of respondents were of the opinion

that the councillor was generally not accountable, corrupt, mismanaged his powers, and did not meaningfully consult with beneficiaries at grassroots level. On the other hand, the councillor of Extension 39 explained that beneficiaries of Extension 39 do not recognise his mandate thus by-passing his office seeking solutions from the departments concerned directly which in effects handicaps his powers as a councillor.

#### **4.5 Role of the different departments in the provision of RDP housing**

##### **4.5.1 The processes, procedures and involvements of RDP housing**

The RDP document prescribe the processes which are guidelines put in place by the government that need to be strictly followed by people when applying for RDP houses. The people applying for the RDP houses should be:

- South African citizens who are over 21 years of age.
- Must have a total household income of less than R3 500 per month.
- Must be married or live with a partner or be single and have dependents (i.e. children you are responsible for).
- Must never have owned a house or a property anywhere in South Africa.
- Applicants will only get one housing subsidy and the process is "first come first served" (Loan lenders 2011/2014:2).

##### **4.5.2 The procedure in obtaining RDP houses**

The Procedure in obtaining RDP houses are:

- The names of both partners added onto the data base.
- Applications can be done at all local housing departments and they would be added on the housing waiting list. Applicants would be notified when their houses are ready. It is also specified that the RDP houses are not for sale rather they are free.
- Beneficiaries who want to extend or renovate their RDP houses before a period of eight years of ownership must get permission to do so from the different local municipalities.

- Special treatment is given to disabled applicants whereby specific needs of disabled persons are recorded and specific houses are constructed by the departments of housing and municipalities (RDP 1994).

According to Davis (2013:2) the processes of obtaining RDP houses are followed to a greater extent whereby some departments like; Departments of Housing, Departments of Human Settlement and municipalities play critical roles in making sure that the processes and procedures of obtaining RDP houses are attained. The Department of Human Settlement is responsible for the building of the RDP houses on the land made available by the municipalities. They have to make sure that other stakeholders such as Eskom, Department of Transport, Health and Education should establish other social amenities in the area. The municipalities made sure that there is adequate service delivery in the area such as water, sanitation, refuse collection and working on the poor drainage systems. The councillor makes sure that the rightful owners of the RDP houses settle down in their houses and he also attends to other issues that arise in relation to RDP housing (Malwane 2014).

#### **4.6 The role of the Mafikeng local municipality in the construction of and allocation of RDP houses in Extension 39**

According to the Mafikeng Annual Report (MAR) 2010:175), the Mafikeng Local Municipality plays a major role towards the construction and allocation of houses in its jurisdiction and Extension 39 in particular. The municipality identifies the land which would be used for housing development (that is when and where the Department of Human Settlement would decide to build the RDP houses). The municipality does the following:

- Conducts the housing data base.
- Surveys the municipal areas and develops land using plans in the municipality.
- The Mafikeng Local Municipality also enforces the management and maintenance of the RDP housing waiting list (including those of Extension 39) in the municipality and communicates with beneficiaries in the municipal area.

- Secures funds for housing projects and facilitates the construction and administration of houses in the municipal area. It goes further to monitor the housing projects (though it's not very efficient in that domain) and formalizes the peri-urban areas with regards to the municipality's spatial development frame work.
- The Mafikeng Local Municipality enforces the municipal town planning scheme in terms of the various planning legislation.
- The municipality ensures that there is sufficient bulk water and sanitation infrastructures, to cater for both residential and economic growth. Hence, the municipality has to make sure that there is connected economic growth within the development corridors so as to promote social integration, shorten the distance between places of work and residential areas.

Sustainable Human Settlements and Improved Quality of Household Life are defined by the following:

- Access to adequate accommodation that is suitable, relevant, appropriately located, affordable and financially sustainable.
- Access to basic services such as water, sanitation, refuse removal and electricity).
- Security of tenure irrespective of ownership or rental, formal or informal structures.
- Access to social services and economic opportunities within reasonable distance.
- Finally, it enforces the outdoor advertising policy, manages land administration and disposals (IDP 2012 – 2016: 89).

The two officials from the municipality who participated in the interview session held positions such as the head of housing in the directorate and the assistant. Concerning the procedures and processes of allocating RDP houses, they usually organise community participations in the form of ward meetings so as to examine the needs of the people whereby application forms would be filled in and submitted to the Department of Human Settlements for scrutinising and approval, furthermore the procedures and guidelines underlining the provision of RDP housing was followed. Also it was acknowledged that the procedures of obtaining RDP houses were difficult

in the sense that the applicants had to wait for approvals for very long periods of time while others did not have the proper documents needed as requirements for applying for RDP houses (DoHS 2011).

The provision of RDP housing was identified as part of the Integrated Development Plan (IDP) Process was that was initiated to plan, implement and deliver houses while uniting people to participate together from the different communities so as to achieve positive outcomes. Some of the roles that the municipality played in terms of service delivery and other issues in Extension 39 were roles such as: overseeing service delivery in terms of roads, water, sanitation (sewerage), storm water and domestic refuse collection.

In terms of the quality and standard of the RDP houses in Extension 39, the municipality encountered some problems such as poor craftsmanship and poor standard of houses. Some pressing problems that the department is currently facing is difficulties in contacting some beneficiaries and regular complaints coming up from beneficiaries concerning the state of the houses they are living in. The department recommended that the communities should be educated and to take full responsibility of their properties thus reducing the numerous complaints.

#### **4.7 The role of the Department of Human Settlements in the allocation of RDP houses in Extension 39**

The roles that the Department of Human Settlement played in terms of allocating RDP houses and service delivery in Extension 39 are; ; providing funding and ensuring that there are internal services in the allocation of RDP housing (Malwane 2014). The Department of Human Settlement ensured that all municipalities that are qualified to embark on the housing function have the technical expertise and human resources needed to undertake the necessary functions in an efficient and sustainable manner to avoid incoming complaints from the occupants of the houses. According to DoHS (2013:13), the Department is responsible for the following in terms of housing allocation:

- Development and maintenance of the National Department of Human Settlements Demand Data Base.

- Assisting and facilitating the drawing of names from the National Department of Human Settlements Demand data Base.
- Verification of selected names of persons from the Data Base.
- Providing information to the committee which is in charge of the allocation and verification of results to enable the committee to forward the list of names verified to the Project Manager.

The two officials from the Department of Human Settlement who participated in the interview session held positions of Assistant Director Municipal Support and Deputy Director for policy and Liaison for RDP houses. The Department specifies that the processes and procedures of applying for an RDP house in Extension 39 is:

To be a South African citizen, earning less than R3500, having dependants and be over 21 years of age (Loan lenders 2011/2014:2).

The first interviewee indicated that the procedures of obtaining RDP houses in Extension 39 was not difficult, although the second interviewee admitted that the procedure was difficult since most of those who seek for RDP houses did not comply with the relevant documents (Malwane 2014).

It was further acknowledged that the procedures underlining the provision of RDP house in Extension 39 were not followed because most of the people who were not on the waiting list are occupants of the houses making it challenging for the legal occupants to occupy the houses. With regards to the challenges that the Departments concerned were facing in terms of service delivery and the provision of RDP housing and other issues in Extension 39, the Department of Human Settlement complained that a huge number of citizens flock from all over looking for RDP houses (Malwane 2014).

#### **4.8 The role of the councillor in representing Extension 39 in the allocation of RDP housing process**

According to MLM, (2009) the ward councillor should ensure that the interests of the people in the ward are represented appropriately especially towards issues of

housing allocation since housing is one of the basic need of humans. The ward councillor should keep in touch with Issues such as:

- Understanding the key problems and monitoring development and service delivery within the different committees, conference and council meetings.
- The ward councillor should act as a spokesperson for the people in the ward.
- The ward councillor is the direct link between the council and the voters. H/she makes sure that voters are consulted and kept informed about municipal decisions, development and budget plans that affect them (Mafikeng Local Municipality 2009). People can also forward/report their problems to the ward councillor and h/she should deal with these in an appropriate way by taking up matters with council officials.
- The ward councillor and members of his committee must know their communities and the people they represent. They should know who the people are in the ward (in terms of age groups, gender, and employment status).
  - The problems that the people are experiencing and some of their needs:
  - What the peoples' attitudes and opinions are towards council plans and proposals?
  - The environment of the ward such as; the types of housing, whether services are provided or not. For instance; water, sanitation and electricity, schools, hospitals, clinics, shops, markets, factories, places of worship, community halls and access to transport.
  - The ward councillor should be aware of what happens in the community such as: what organisations or bodies exist in the community, political parties, cultural groups, civic forums, businesses, youth organisations, women's organisations, NGOs, traditional leaders, gangs, crime, sports, school governing bodies, etc. (Paradza et al 2010:18).

According to MLM (2009), the ward councillor is expected in terms of housing allocation to know how many houses were allocated by the municipality. He needs to know how many applicants applied for housing and how many were successful. In most cases, the ward councillor is ordered by the municipal official to inspect the houses before letting beneficiaries occupy these houses. In the case of RDP

housing, the ward councillor made sure that beneficiaries are in possession of the 'happy letters' to avoid future queries from beneficiaries.

For example, the ward councillor in Extension 39 did not really commit himself towards the beneficiaries' complaint. His reasons were indicated during data collection in the study area where he commented that beneficiaries do not have to complain about the challenges they are facing because they willingly signed the 'happy letters' before moving into the houses. The ward councillor has the duty of seeing to it that the rightful owners occupy their houses and illegal occupants should be called to order. (MLM 2009). Councillors therefore, serve as the interface between the citizens they represent and the municipal officials who design and implement development policies. The councillor's job is not just to serve as the voice of the people, the expression of their needs, but also to act as a watched dog and ensure the municipality implements policies to address the needs of citizens (MLM 2009).

As indicated by the councillor, the procedure for applying for an RDP house is through the municipality and the procedures and guidelines underlining the provision of RDP housing in Extension 39 must be followed. There used to be a social cohesion in the past between the Pomfrets community and the Setswana speaking community though the issues have been resolved. According to the councillor of Extension 39, his office has encountered some problems in relation to the quality and standard of the RDP houses which in his own view, beneficiaries should learn to appreciate rather than criticizing because the RDP house serves as stepping stone to anyone who wants to improve the quality and standard of the house.

#### **4.9 The challenges faced by the Department of Human Settlement, the Mafikeng Local Municipality and the residents in Extension 39**

In the past, DoHS (2013:29), was only concerned with the building of RDP houses without taking into consideration some issues such as:

The availability of title deeds offered to the rightful beneficiaries of the houses, difficult process of deregistration, no street lights, no street names, poor states of the roads in areas where RDP houses are built, and no proper arrangements and agreements with Eskom concerning electrification connections thus the rise of illegal electricity connections (MLM 2011/2012).

The MEC (Nono Maloyi) of the North West Province's Department of Human Settlement, (2012) at the Provincial Awards in Rustenburg Civil Centre said despite the RDP backlogs, the government is determined to transform cities and towns, by building cohesive, sustainable and caring communities with closer access to work and social amenities, including sports and recreation facilities. Changes in this regard are noticeable in that, the Province's Housing Department has of recent been initiating policy changes to institute minimum RDP/BNG unit to be between 40m<sup>2</sup> and 45m<sup>2</sup> (compared to 36m<sup>2</sup>) and other projects such as plastering, electrification, painting and installing baths, hand wash basins, sinks and toilets.

Wyk Van (2010:50) looks at some of the backlogs with regards to the RDP houses in the North West Province such as the process of correcting failures that occurred when the RDP houses were built. The Department of Human Settlement is supposed to upgrade well-located informal settlements with proper services, which is not the case. The Department has been struggling to address the sanitation backlog whereby toilets are generally inaccessible to women, children and people with disabilities. The Department has continuously received complaints regarding maladministration towards the delivery process in terms of RDP houses without the provision of water, cheap workmanship which compromises the quality of the houses. Another backlog is the complaint forwarded to the Department which is in relation to the duration that an RDP house takes to reach especially to the elderly (Wyk Van 2010:51).

Some years back, there used to be a conflict between the nationals and the non-nationals (Pomprets) concerning who gets an RDP house in Extension 39. The conflict originated because proper negotiations and arrangements by the Government of the Northern Cape were not properly followed in terms of the providing RDP houses to the Angolans and Mozambicans who resided before in the Northern Cape (Pomprets) (Malwane 2011:6). That is, the nationals (South Africans by Nationality) who were residing in Extension 39 were not properly

informed about the coming of the non-nationals (Pomprets) to Extension 39. Most of the houses which were supposed to have been occupied by the nationals were instead given out to non-nationals that led to problems of wrongful occupation of the RDP houses, as a result most nationals to date have not been able to get RDP houses in Extension 39 (Malwane 2011:6). Because of this problem some people have been paying water bills for others since those whose names were on the waiting list are not the same people occupying the houses. Another challenge in Extension 39 is the delay caused by the government as to when exactly the non-nationals were to relocate from the Northern Cape to Mafikeng – Extension 39. This to an extent increased the number of non-nationals, i.e. more babies were born during the period that they were waiting for Government's approval) causing a serious shortage in the provision of RDP houses in Extension 39 (DHS, 2009).

#### **4.10 Issues and challenges in Extension 39**

In the past when the housing policy was initiated , the aim was to build viable, vibrant, sustainable communities, and settlements that are socially and economically integrated and situated in areas allowing suitable access to economic opportunities, inclusive of social facilities such as crèches, parks, schools, churches, clinics and facilities for different sporting codes (RDP 1994).

Since the inception of the new democratic order in 1994, commendable progress towards the realisation of this objective have been achieved to a certain extent though under depressed economic circumstances. According to the DoHS's Socio – Economic Study in Extension 39 (2011), under the jurisdiction of Mafikeng Local Municipality, the project consisted of two thousand five hundred (2500) units which were completed and handed over to the beneficiaries in 2006. According to the findings of the study, there were some weaknesses such as:

The Pompret case, bad roads, no street names, and lack of electricity in most of the houses. . Some of the issues and problems that were encountered during the study are:

##### **4.10.1 Pompret case**

Just after the project was completed Government was faced with a unique, pressing national problem relating to the relocation of the Pompret community. To alleviate

this problem, a decision was taken to allocate approximately 200 units which were already registered in the names of other beneficiaries to people from Pomprets. This unforeseen circumstance and the resultant changes thereof was not properly informed, requested or consulted and even six years later, the situation still remains the same (Malwane 2014).

One hundred beneficiaries were subsequently given houses, but unfortunately they were unable to take occupation as the houses were illegally occupied by unknown people. The remaining 100 beneficiaries, whose houses were re-allocated, are still on the street, and they have been to Mafikeng Local Municipality offices without any assistance nor interventions in place by the provincial department to alleviate their plight.

The consequence of this situation is that the initial beneficiaries could no longer apply for a Government subsidised house again because their names still appear on the Housing Subsidy System. Even if they relocate to any of the provinces, there are no prospects of them being helped. Their interaction with Departmental offices donates feelings of disgruntlement, anger, frustration and unhappiness with the manner in which they have been treated. At this stage, it is not even clear whether there are plans that are put in place by either the Department or the municipality to address the problem.

#### **4.10 2 Illegal occupation and poor state of some houses**

It was apparent from the study as well as information gathered during the door – to door data collection, that there are different people falling under “illegal occupation” category. These categories are the following:

- Beneficiaries who left families members to occupy their houses since they are employed outside Mafikeng.
- Renting the property from the legal beneficiary (tenants).
- Occupying the property at the request of the legal owner as his latest economic status has improved (employed) and has bought property elsewhere.
- Occupying the property because the legal beneficiary is deceased.

- Occupying the property because it does not belong to anyone (meaning, it does not appear on the approval list).
- Occupying the property because it was vandalised (DoHS 2011).

#### **4.10.3 Title deeds**

Since the project was completed seven years ago, and beneficiaries signed “happy Letters” and took occupation (with the exception of the cases stated above) no title deeds were issued to beneficiaries between the Department, municipality and the developer. It can therefore be concluded that, proper, full, legal ownership has not yet been passed on the legal beneficiary (DoHS 2011).

#### **4.10.4 Municipal accounts for services**

During the door to door data collection, there were municipal accounts/statements found in some properties for water with various amounts sometimes at the gate. Probably, none of those residing at Extension 39 are correctly billed (most of the bills are not accurate) and some of the residents are not receiving any statements. It can therefore, be assumed that the municipality is not collecting any revenue from Extension 39 and has not done so since the completion of the project seven years ago.

These accounts should therefore, be classified as bad debts, which have to be written off including the interest charged, and the debtors removed from the municipality’s book, but be declared on the Annual Financial Statements of the financial year in question. This is a standard which is generally accepted in accounting practice, especially after looking at the socio-economic status of the community concerned. If this route is not followed, the municipality will continuously receive a query from the Auditor – General (Malwane 2014).

#### **4.10.5 ‘Missing’ house**

It was discovered that a number of houses, which are presently occupied, do not appear anywhere on the Departmental Housing Subsidy System (DHSS), or on the approval list. These houses cannot therefore be fully accounted for, in terms of house numbers, occupations etc. (DoHS 2011).

#### **4.10. 6 Local economic Development**

Sustainable human settlement amongst others dictates the immediate prioritisation of small medium and enterprise development. The municipal and provincial local economic development initiatives should inevitably and without failure be targeted towards the recipients of government subsidised though not be excluded from other vulnerable and poor groups. A vegetable garden project was initiated and sponsored by the Department of Economic Development, Environment, Conservation and Tourism. But due to inadequate support and proper management, the project had to eventually collapse (DoHS 2011).

#### **4.10.7 Illegal electricity connections**

A door to door visit at the area noticed in some instances that electricity was illegally connected between one or more houses, or between houses and spaza shops. Some of the uncovered live electricity wires could be seen with children playing next to them. This is a serious life threatening situation that has to be taken up with the relevant authorities in relation to avoiding unforeseen accidents from happening (Eskom) (Malwane 2014).

#### **4.10.8 Street and high mass/pole lights**

The area is visibly dark, because of lack of street lights. Residents' movement at night therefore becomes risky looking at the high levels of crimes in the area. House breaking and other types of crime are common features as a result of no street lights (Malwane 2014).

#### **4.10.9 Poor state of roads**

Internal and main roads leading into the study area are in a poor state, either due to lack of maintenance, or were not properly done from the onset of the project. Public transport (taxis) particularly during rainy days cannot freely move in the area, causing serious inconveniences to the residents DoHS (2011).

#### **4.10.10 De-registration of deceased beneficiaries**

There are a number of cases regarding the deceased beneficiaries to be de-registered and the surviving spouse /dependents/children be register. This did not happen due to the inability of the Housing Subsidy System to effect these changes. Although, the municipality has apparently been using 'letter of authority'

from the high court to deal with succession issues, it is yet to be determined whether this is a sufficient mechanism to address succession matters that are pending (MLM 2011).

#### **4.10.11 Taverns, crèches and spaza shops**

A number of houses have been illegally turned into taverns, crèches and spaza shops. These businesses are operating illegally because proper procedure was not followed in order to obtain trading licenses from the relevant authorities. SAPS on a number of occasions closed down the illegal operations and issued a fine, these 'owners' re-open them after some days. A lasting solution in terms of closing them down permanently is required and information needs to be provided to the owners to follow proper channels to lodge applications (MLM 2011).

#### **4.11 Main issues that Extension 39 has grievances on**

Issues that Extension 39 has grievances on are:



According to the focus group discussion, there are no job opportunities for local economic development around Extension 39. Most of the beneficiaries in the area are unemployed and they basically depend on social grants from the Government.

There are no waste removal services or dumping sites in the area. During the focus group discussion, most of the women in the group complained that the municipality does not clean up waste as often as it is supposed to and more dump sites are created because beneficiaries do not know where to dispose refuse.

There are live electricity wiring in some houses which can be dangerous, especially to children and the lack of access to basic water in some parts of the area. This was confirmed during the focus group discussion as some of these wires could be seen in most houses at Extension 39. Beneficiaries despite receiving threatening messages from Eskom officials do not still pay attention as to the degree of damage these wires could cause. Participants also reported that access to water in Extension 39 is a problem in most areas.

During the focus group discussion it was pointed out by participants that there are no proper roads constructed, which can be a health hazards to most people due to excessive dust and no access to public transport in most cases since transportation facilities are limited due to bad roads.

Most houses have cracked walls and some roofs are leaking. Door panels and window frames are not well fitted. All these was identified by the focus group participants, that there was a lot of poor standard housing in relation to the construction of RDP houses in Extension 39. The above problem causes some occupants to abandon their houses thus some of the houses are vandalised due to non-occupation.

There are no street lights especially high mass lights, which are highly recommended by residents for security purposes thus very high rate of crimes in the area according to the focus group participants.

The focus group participants acknowledged the fact that there are no health and recreational facilities in the area. Almost all the beneficiaries of the 4 phases of Extension 39 use the unit 9 clinic for medical attainments. The youths in particular in the area, involve themselves in fruitless activities such as; exploring drugs and idleness because there are no recreational facilities in Extension 39 which can occupy them.

According to those who participated in the focus group discussions, none existence of tittle deeds causes some residents to forcefully occupy houses which are not theirs. This causes some of the houses to be improperly converted into business properties without following the right channels.

The RDP houses at Extension 39 are not suitable for paraplegic people. The focus group participants acknowledged that the DoHS did not consider such while the RDP houses were constructed.

#### **4.12 Summary of Chapter**

The chapter summarises the demographic data presentation and analysis of the respondents which was captured through SPSS and was analysed in a narrative and descriptive manner whereby some of the analysis was linked with the objectives of the study. The different roles played by the different Departments in terms of the provision of RDP housing in Extension 39 has shared more light as to understanding the responsibilities expected from the Departments concerned in terms of the processes, procedures and involvements in the allocation and construction of RDP houses. The chapter concludes on some of the challenges in the provision of RDP housing in Extension 39 where these challenges do not just affect the beneficiaries, but the Department's concerned and other stakeholders as well.

## **CHAPTER FIVE**

### **PRESENTATION OF FINDINGS, RECOMMENDATION AND CONCLUSION**

#### **5.1 Introduction**

This chapter discusses the main findings drawn from the study, proposed recommendations with regards to the provision of RDP housing in Extension 39 and conclusion based on the objectives of the study.

#### **5.2 Discussion of findings**

##### **5.2.1 Findings on the issue of title deeds**

As illustrated on table 4.6 above, the Extension 39 RDP housing project was completed seven years ago, and beneficiaries signed "happy Letters" and took occupation. No title deeds were issued to beneficiaries from the Department, municipality and the developers. It can therefore, be concluded that proper, full, legal ownership has not yet been passed on to the legal beneficiary. The first objective of the study was to analyse the process followed in the delivery of RDP housing in Extension 39. The above explanation further indicates that the process of delivering RDP houses in Extension 39 was not properly followed by the Departments concerned. This is because the process of delivering the RDP houses in Extension 39 had long been completed yet most of the beneficiaries have still not been issued title deeds. The above statement has been confirmed by some scholars for example, Ntema (1989:19) points out the challenges in the provision of RDP housing such as; problems of land acquisition, inadequate finances, policies, processes and procedures not followed, inadequate resources and building materials has also became a challenge lately.

### 5.2.2 Findings with regards to the problem of small RDP houses

As illustrated in table 4.14: Most if not majority of the beneficiaries in Extension 39 seriously complained about the small structure of their houses. Most of the households who participated in data collection were more than five persons living in the small RDP houses. This led to flu and caught during the cold winter seasons especially for children and no privacy in instances where there were more adults in the house. The above findings have been justified by Mohapi (2011:68), who says an RDP house is a house without room for privacy. To further support the above finding Bernard (2012:68) confirms that RDP housing schemes have endeavoured to make the new Constitutional right to housing a reality, but the design and construction of the houses seems so unsatisfactory to many in need in terms of poor building standard of the houses. Bernard (2012:69) further supports the finding in that, the RDP houses are unnecessarily small and are painted with different colours, scattered all over a particular area in the out skirts of most cities and towns.

This is also in line with one of the objectives of the study which aimed at investigating the problems experienced by the beneficiaries of the RDP houses in Extension 39 in terms of service delivery of housing units. The Peace and Security for Africa Development (2011:50) also found out that the manner in which the RDP houses have been and are being constructed is of low standard. Here, some houses collapse during heavy rains or when there are strong winds. Many beneficiaries' expectations in terms of a better life with regards to RDP housing have not materialised since 1994.

### 5.2.3 Findings on the issue of poor standard houses



According to table 4.14, it was found that the quality of the RDP houses were of low standard. The beneficiaries complained of roofs and walls that were not properly built i.e., no plastering of the walls, no cemented floors and no ceilings, doors that did not open or closed properly, window frames that often fell off and could hardly close easily and no proper kitchen. . These challenges are on the same note with one of the objectives of the study which is to investigate the problems experienced by the beneficiaries of the RDP houses in Extension 39. Ley (2010:125) also examined the

RDP housing challenges by finding out that the most pressing housing issues are the problems with regard to its upgrades in terms of the housing qualities which supports the findings above. DHS (2012:72) in its findings also highlighted that most RDP houses have been constructed by private developers whereby one million houses were pledged and more or less delivered during the first five years after 1994. The Department further admitted that the housing backlog was larger in 2012 than it was in 1994 because the approach proved fundamentally inadequate in terms of making a change in the housing problem (DHS 2012:72).

#### **5.2.4 Findings on the issue of the toilets out of the houses**

From the findings carried out in Extension 39 as illustrated in table 4.14 above, a number of occupants expressed their dissatisfaction with the toilets built outside. Most occupants explained how frustrating it was to always go out of the house to use the toilets especially at night. In other instances, others did not have toilet covers because trespassers removed them. Lastly, strangers could use other people's toilets without permission because the toilets were out of the houses especially if the house owners were not around. The above challenge is also linked to the objective of the study which has been investigated in the study. The above finding is also linked to what the Department of Human Settlement found out as a pertinent challenge in terms of RDP housing. The Department realised that most of the households experienced a lot of problems using their toilets since the toilets were connected to waterborne sewerage which could not sustain commonly used items such as: newspapers, packages and nylon plastics which are materials that are commonly used by most of the beneficiaries in the RDP houses (DHS 2012:74).

#### **5.2.5 Findings on the issue of illegal electricity connections**

From the findings illustrated in table 4.14, it was noticed that electricity was illegally connected between one or more houses. Amazingly, occupants were aware of the dangers of such practices yet, they spoke openly about it, though they complained of its hazards. Majority of them admitted that they could stop or reduce such practices if

poverty was not the major promoter of such. The above finding is linked to the study's objective which seeks to examine the position of other stakeholders such as Eskom in terms of the provision of RDP housing. The challenge of illegal electric connection by beneficiaries is a health hazard to the people residing in Extension 39 and to Eskom as a Department because huge amounts of electricity bills will be realised by Eskom without the Department knowing exactly the source of such bills.

#### **5.2.6 Findings on the Pomfret case (xenophobic attitudes)**

As illustrated in table 4.17: the findings received from Extension 39 while the research study was carried out, is in relation to the Pomfret community members who are still dissatisfied, angry, frustrated and very unhappy with the manner in which the Batswana community members, the Department of Human Settlement and the Mmabatho Local Municipality has treated them. This is in relation to the Government of Northern Cape relocating them to Extension 39 where no proper arrangements for housing allocation were followed. Thus, most of the Pomfrets beneficiaries ended up illegally occupying houses that were allocated to the Batswana beneficiaries because there was inadequate supply of houses to cater for everyone. The Batswana beneficiaries were been satisfied with such procedures hereby portraying very negative attitudes, disrespect, and treating members of the Pomfrets community in an unacceptable manner. It is now six years and the problem has not been addressed by either the Department of Human Settlement or the Municipality. The prevention of illegal eviction from and unlawful occupation of land act 19 of 1998 according to the Gazette (1998) again confirms the findings in that, "unlawful occupier" means a person who occupies land without the express or tacit consent of the owner or person in charge, or without any other right in law to occupy such land.

Strauss and Liebenberg (2014:430) also confirm the above findings by acknowledging that under the apartheid regime, mass evictions driven by discriminatory land legislation and planning practices were instrumental in realizing racial segregation and spatial exclusion. A complex legislative framework systematically deprived the African majority to formally access land and housing in

urban areas and embedded socio-economic and spatial inequality, thereby creating the conditions for the unlawful occupation of land and property. The above findings and confirmation according to the act is in line with the objective that sought to analyse the process followed in the delivery of RDP housing in Extension 39.

#### **5.2.7 Findings on the issue of poor state of roads**

As illustrated on table 4.17, it was confirmed that all the roads except the main road in Extension 39 were in very poor state. This was because there has only been one paved road which is the main road in Extension 39. Because of this problem, beneficiaries have pointed out that transportation especially public transport (taxis) particularly during the rainy seasons cannot freely move in the area causing serious inconveniences to the residents. The South African Constitution (1996:1), expects the municipalities to be responsible for the service delivery to residents and communities in a sustainable way; stimulate social and economic development, encourage a safe and healthy environment. It has been identified that the above finding is in line/linked to one of the objective of the study which seeks to examine the challenges facing the Mafikeng Local Municipality in terms of service delivery.

#### **5.2.8 Findings on the issue of no street lights (insecurity)**

From the findings carried out and as illustrated in table 4.17, Extension 39 is visibly dark at night because of the lack of street lights. It is very risky for residents to move around when its late thus house breaking and other criminal activities are common in Extension 39 because of no street lights. The South African Constitution (1996:1), recognises the municipalities as being responsible for the delivery of services to residents and communities in a sustainable manner; promote social and economic development, promote a safe and healthy environment and encourage the involvement of communities and community organisations. This is in line with one of the objective of the study which is to examine the challenges facing the Mafikeng Local Municipality in terms of service delivery with regards to the above findings.

### 5.2.9 Findings on the issue of illegal occupation and poor state of houses

From the findings carried out, it was apparent from the study as well as information gathered during data collection, that there are different people falling under “illegal occupation” category. These categories are the following:

- Beneficiaries who left families members because they have gotten employment outside Mafikeng.
- Renting the property from the legal beneficiary which is an illegal act since RDP houses are not supposed to be rented out.
- Occupying the property at the request of the legal owner because his or her economic status has improved (employed) and has bought property elsewhere.
- Anyone who occupies the property because the legal beneficiary is deceased.
- Occupying the property because it apparently does not belong to anyone (meaning it does not appear on the approval list).
- Anyone who occupies the property because it was vandalised and abandoned.

The South African Government News Agency (2009:2) also supports the above finding which states that 26% of households in the six metropolitan area in South Africa lived in informal dwellings often “illegally” and with limited access to services.

Looking at the prevention of illegal eviction from and unlawful occupation of land act 19 of 1998 the Gazette (1998) also confirms the finding in that “unlawful occupier” means a person who occupies land without the express or tacit consent of the owner or person in charge, or without any other right in law to occupy such land (Gazette, 1998).

The Act further supports the above findings which insist that, no person may directly or indirectly receive or solicit payment of any money or other consideration as a fee or charge for arranging or organising or permitting a person to occupy a house without the consent of the owner or person in charge of that house (Gazette 1998). In terms of the latest statistics concerning the prevention of illegal eviction, Hofmeyr (2008:96) indicates that the census and community surveys provided no conclusive

data on the number of informal settlements dwellers and on increase or decrease in that number.

Scholars such as Strauss and Liebenberg (2014:430) support the above findings by acknowledging that, under the apartheid regime, mass evictions motivated by discriminatory land legislation and planning practices were instrumental in achieving racial segregation and spatial exclusion. Strauss and Liebenberg (2014:430) indicated that a complex legislative framework systematically deprived the African majority of the population of formal access to land and housing in urban areas and entrenched socio-economic and spatial inequality, thereby creating the conditions for the unlawful occupation of land and property (houses). Van der Walt (2009: 147) confirms that all this happened because of the common law approaches which openly favoured strong property rights, and allowed private landowners to vindicate their rights through eviction processes that were not balanced in terms of considering then occupiers' According to Gqirana (2015:1) the above finding has been supported as the state housing subsidy programme specifies that a beneficiary "shall not sell or otherwise alienate his or her dwelling or site within a period of eight years". But according to scholarly views, most beneficiaries still sell their RDP houses for different reasons. Gqirana (2015:1) admits that there have been no punitive measures as of now that is stipulated in the Housing Act which makes it hard for the Department of Human Settlement to discipline beneficiaries who put their homes up for sale (Gqirana 2015:1). The above statement was acknowledged by Minister Lindiwe Sisulu in a written reply where she said that 'since 1994, there have been almost three million RDP houses built as of March 2015, and 3 411 of those houses have been sold by beneficiaries to private owners' (Gqirana (2015:1). The above finding is in line with some of the study's objectives which sought to examine the role of other stakeholders in the provision of RDP housing.



### **Summary of chapter**

In summary, the challenges and problems experienced in Extension 39 according to the beneficiaries are numerous. This is in terms of the provision of RDP houses according to the different Departments concerned and the occupation of RDP houses by the beneficiaries concerned. The Department of Human Settlements and

the Mmabatho Local Municipality experienced different problems since both Departments are concerned with the issues of RDP housing in Extension 39.

### **5.3 Recommendations**

The provision of RDP housing to the poor in South Africa in general and to Extension 39 in particular, is experiencing lots of challenges. There are major problems in all aspects related to the provision of RDP houses. Starting from Governmental Departments, such as, municipalities that award and administer RDP housing projects, to the contractors who build the houses thus these problems seem to escalate. The study revealed that there are major problems in terms of defective RDP houses in the housing sector. It was confirmed by the beneficiaries that the major cause of defects is poor craftsmanship which was ranked first as the initial cause of most defects in RDP housing by the respondents according to the survey. In light of the above findings, the following are some proposed recommendations:

- the Department of Human Settlement needs to set aside funding so as to process the title deeds to ensure that rightful beneficiaries are given title deeds upon signing the 'happy letters' and occupying their houses. This will reduce the problem of illegal occupation of RDP houses by illegal beneficiaries if the rightful owners have their title deeds.
- The illegal occupants should be offered alternative accommodation and those who rightfully own the RDP houses should be given back their houses, as well as title deeds.
- The free lights forever (initiated by Eskom) should be installed at the houses of the RDP beneficiaries at Extension 39 by Eskom so as to avoid illegal/risky and dangerous electricity connections.

- The Department of Human Settlement should evaluate the contractors who are appointed to build RDP houses before awarding the tenders to them so as to avoid the problem of awarding tenders to unqualified contractors.
- The Local Municipality should request from other Departments such as the Department of Public Works, some non – governmental organisation and other stakeholders to endeavour to construct roads in Extension 39.
- The beneficiaries of Extension 39 should endeavour to provide for themselves keys and pad locks and install them in their houses to avoid trespassers from having access to their houses especially the aspect of using their toilets. It is also recommended that the beneficiaries should endeavour to attain to minor issues or problems that arise in their houses and allow the Departments concern to fix or amend the major problems in their houses.
- A task team or officials from both the Department of Human Settlement and the Mmabatho Local Municipality should be appointed to deal with and advise on other issues that could not be properly verified or come to a conclusion such as:
  - Confirmation of the exact number of 'missing' properties
  - Verify the number of houses with structural defects
  - Provide legal advice on the possibility of evictions.

#### **5.4 Summary of chapter**

This chapter concludes on the findings drawn from the study which demonstrates that RDP houses in general in South Africa and Extension 39 in particular, are still experiencing numerous challenges. It was gathered during the study that the different Departments concerned played important roles such as: reducing and eradicating some of these challenges although still persistent. If some of the proposed recommendations are taken in to consideration, to a certain extent these challenges would be reduced definitely.

## 5.5 Conclusion

The aim of this study was to evaluate the process of RDP housing provision precisely in Extension 39 and to examine the challenges faced by the Mafikeng Local Municipality and the residence of Extension 39. From the findings, it has been realised that the process and procedures underlining the provision of RDP housing in Extension 39 was not properly followed. On another hand, the presumed challenges anticipated at the beginning of the research study has been realised to a certain extent from the findings. Thus the problems and challenges in the provision of RDP housing in Extension 39 are real. In light of this, the Government and other Departments concerned with issues of RDP housing have to implement basic guidelines and indicate the goals that have to be achieved in terms of the provision of RDP housing.

The study has shown that South Africa has not yet attained its aim in the provision and management of RDP housing. Focus is rather placed on different aspect of social development. The management methods in terms of the housing provision are constantly being scrutinised/examined Government officials to determine the backlogs. It is proposed that, once these methods have been determined and actions taken to improve the situation. It is further recommended that certain criteria have to be met before RDP houses are granted to families to avoid the numerous challenges. The Government needs the help of the private sector, other stakeholders who are part of the RDP and the integrity of their own employees/builders. This means that the private sector should contribute positively towards developments and community up-liftment (grassroots participation) into their organisations to help the Government in building up the country in terms of RDP housing

Generally, the study has shown that the current system in place in terms of RDP housing, is meeting its goal to a certain extent, but it has not fully achieved its goals. . Improving the system by addressing the current limitations and numerous challenges will lead to a more rapid provision of promised houses to the RDP communities.

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## APPENDIX ONE

### Questionnaire for beneficiaries residing in Extension 39



#### SECTION A

I am a Masters student from the North West University, Mafikeng Campus. I am conducting an academic research survey. I will be using the systematic random, sampling method for this study.

The purpose or significance of this study is to highlight the extent and nature of the challenges facing the delivery of RDP housing for the poor in the Mafikeng Local Municipality North West Province.

I have some questions that I will wish to ask you about your challenges and experiences in Extension 39.

ALL INFORMATION THAT YOU PROVIDE WILL BE CONFIDENTIAL

## SECTION B: Individual Interview Questionnaires

|                       |                      |
|-----------------------|----------------------|
| House No.             |                      |
| Phase No              |                      |
| Date                  |                      |
| Time interview stated | Time interview ended |
|                       |                      |

## SECTION C: Demographics

**Tick the appropriate boxes**

**1. Age**

|   |         |  |
|---|---------|--|
| A | < 15    |  |
| B | 15 – 25 |  |
| C | 25 – 35 |  |
| D | 35 - 45 |  |
| E | 45 -55  |  |
| F | 55 – 65 |  |
| G | 65 – 75 |  |
| H | 75 - 85 |  |
| I | 85 -90> |  |

**2. Gender**

|        |  |
|--------|--|
| Male   |  |
| Female |  |

**3. Employment status**

|   |               |  |
|---|---------------|--|
| A | Employed      |  |
| B | Unemployed    |  |
| D | Pensioner     |  |
| C | Self employed |  |

**4. Religious background**

|   |             |  |
|---|-------------|--|
| A | Christian   |  |
| B | Muslim      |  |
| C | Traditional |  |
| D | Others      |  |

5. Nationality

|   |                   |  |
|---|-------------------|--|
| A | South African     |  |
| B | Non South African |  |

SECTION D: Questions Related to RDP Housing in Extension 39

6. Are you the rightful owner of the house?

|   |          |  |
|---|----------|--|
| A | Yes      |  |
| B | No       |  |
| C | Tenant   |  |
| D | Relative |  |

7. Do you have a Tittle Deed?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

8. Where did you get the information about the availability of RDP houses in Extension 39? Specify from whom or from where?

|   |                                       |  |
|---|---------------------------------------|--|
| A | Radio                                 |  |
| B | Television                            |  |
| C | News Paper                            |  |
| D | Friend                                |  |
| E | Relative                              |  |
| F | Councillor                            |  |
| G | Government<br>Department/Municipality |  |
| H | Others                                |  |

9. Where were you residing before proceeding to Extension 39?

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10. What was the process of applying for an RDP house?

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11. Was the process of getting an RDP house difficult?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

12. If yes, please explain the difficulties that you encountered.

13. What role did the councillor play for you to obtain an RDP house?

14. How did you find out that your application was successful?

|   |                                                     |  |
|---|-----------------------------------------------------|--|
| A | Through a text message from any of the Departments? |  |
| B | Through a phone call?                               |  |
| C | From the councillor of Extension 39?                |  |
| D | Through a mail/letter?                              |  |
| E | Others                                              |  |

15. How did you collect the ownership of the house?

16. Are you currently facing any difficulties in the house you are living in?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

17. If yes, please explain the difficulties that you are facing.

18. Do you have access to potable water and electricity?

|   |             |  |
|---|-------------|--|
| A | Water       |  |
| B | Electricity |  |
| C | Both        |  |
| D | None        |  |

19. Are you happy with the quality of the house?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

20. How often does the municipality collect refuse from your house?

|   |               |  |
|---|---------------|--|
| A | Once a week   |  |
| B | Twice a month |  |

|   |       |  |
|---|-------|--|
| C | Never |  |
|---|-------|--|

21. Are there any developmental projects such as schools, clinics, and road construction currently going on at Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

22. If yes, please specify any of the developmental projects going on in Extension 39.

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23. Are there any job opportunities in Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

24. If yes, please specify.

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25. Which community do you fall under?

|   |          |  |
|---|----------|--|
| A | Setswana |  |
| B | Pomfret  |  |
| C | Others   |  |

26. Are you currently receiving any services from any organization?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

27. If yes, please specify which of the services any from which organization.

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28. Are you satisfied with your stay in Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

29. If No, what are some of your challenges in Extension 39 as an individual?

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**THANK YOU VERY MUCH FOR YOUR CO-PERATION.**

## APPENDIX TWO

### Questionnaire for the councillor of Extension 39

#### SECTION A

I am a Masters student from the North West University, Mafikeng Campus. I am conducting an academic research survey. I will be using the systematic random, sampling method for this study.

The purpose or significance of this study is to highlight the extent and nature of the challenges facing the delivery of RDP housing for the poor in the Mafikeng Local Municipality North West Province.

I have some questions that I will wish to ask your Department (representative) about the challenges that your Department is experiencing with regards to the issues at Extension 39.

ALL INFORMATION THAT YOU PROVIDE WILL BE CONFIDENTIAL

## SECTION B DEMOGRAPHICS

### Individual Interview Questionnaire

|                         |  |
|-------------------------|--|
| Date:-                  |  |
| Time interview started  |  |
| Time interview ended    |  |
| Signature of researcher |  |
| Signature of respondent |  |

Tick the appropriate boxes

#### 1. Gender

|        |  |
|--------|--|
| Male   |  |
| Female |  |

#### 2. Religious background

|   |             |  |
|---|-------------|--|
| A | Christian   |  |
| B | Muslim      |  |
| C | Traditional |  |
| D | Others      |  |

## SECTION C: Questions Related to RDP Housing In Extension 39

#### 3. What are the procedures for applying for an RDP house?

.....

.....

.....

.....

#### 4. Are the procedures and guidelines underlining the provision of RDP housing in Extension 39 followed?

|     |  |
|-----|--|
| Yes |  |
| No  |  |

#### 5. If no, what do you think is the cause? Please explain below

.....

.....

#### 6. Is there a social cohesion between the Pompret community and the Setswana speaking people?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

7. Has your Department encountered any problems in relation to the quality/standards of the RDP houses in Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

8. What are the main problems and issues associated with housing allocation and service delivery in Extension 39? Please explain below

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9. Are the beneficiaries satisfied with the quality of their houses in Extension 39?

|     |  |
|-----|--|
| Yes |  |
| No  |  |

10. If no, please explain below

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11. What are some of the challenges that the Departments concerned are facing in terms of service delivery, provision of RDP housing and other issues in Extension 39? Please tick which department you belong to and explain below.

|                                |  |
|--------------------------------|--|
| Department of Human Settlement |  |
| Mafikeng Local Municipality    |  |

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12. What are some of your recommendations to resolve the issues and challenges faced by the Departments concerned and the residents in Extension 39?

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**THANK YOU VERY MUCH FOR YOUR CO-OPERATION.**

## APPENDIX THREE

### Questionnaire for the Department of Human Settlements

#### SECTION A

I am a Masters student from the North West University, Mafikeng Campus. I am conducting an academic research survey. I will be using the systematic random, sampling method for this study.

The purpose or significance of this study is to highlight the extent and nature of the challenges facing the delivery of RDP housing for the poor in the Mafikeng Local Municipality North West Province.

I have some questions that I will wish to ask your Department (representative) about the challenges that your department is experiencing with regards to the issues at Extension 39.

ALL INFORMATION THAT YOU PROVIDE WILL BE CONFIDENTIAL

## SECTION B DEMOGRAPHICS

### Individual Interview Questionnaire

|                         |  |
|-------------------------|--|
| Date:-                  |  |
| Time interview started  |  |
| Time interview ended    |  |
| Signature of researcher |  |
| Signature of respondent |  |

Tick the appropriate boxes

1. Gender

|        |  |
|--------|--|
| Male   |  |
| Female |  |

2. Religious background

|   |             |  |
|---|-------------|--|
| A | Christian   |  |
| B | Muslim      |  |
| C | Traditional |  |
| D | Others      |  |

3. Position held in the department

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### SECTION C: Questions Related to RDP Housing In Extension 39

4. What is the process/procedure of obtaining an RDP house in Extension 39?

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5. Is the procedure of obtaining an RDP house in Extension 39 difficult?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

6. If Yes, please explain how difficult the procedure was.

---

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7. Are the procedures and guidelines underlining the provision of RDP housing in Extension 39 followed?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

8. If no, why do you think the procedures are not followed? Please explain below

---



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9. What roles does your Department play in the allocation of RDP housing and service delivery in Extension 39?

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10. Who are the other stakeholders involved in the issues of RDP housing in Extension 39 apart from your Department and the Mafikeng Local Municipality who are the key role players?

|   |                                    |  |
|---|------------------------------------|--|
| A | Social security and Social Welfare |  |
| B | Eskom                              |  |
| C | Department of Public Works         |  |
| D | Department of Transport            |  |
| E | Department of Education            |  |
| F | Department of Health               |  |
| G | Non-Governmental Organizations     |  |
| H | Some political parties             |  |
| I | Others                             |  |

11. What is the relationship between the Mafikeng Local Municipality and the Local government in terms of decisions regarding the providing RDP housing in Extension 39?

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12. Is there a social cohesion between the Pompret community and the Setswana speaking people?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

13. What are some of the problems encountered with regards to the provision of RDP housing in Extension 39 in terms of?

A) Tenants -----  
-----  
-----

B) Municipality -----  
-----  
-----

C) Pompfret -----  
-----  
-----

D) Others -----  
-----  
-----

14. Are there any pressing problems that your Department is facing in terms of the issues related to housing in Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

15. If yes, what are some of the problems? Please explain below.

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16. What do your recommendations as a Department concerning resolving the issues and challenges facing the residents in Extension 39?

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THANK YOU VERY MUCH FOR YOUR CO-PERATION.

## APPENDIX FOUR

### Questionnaire for the Mafikeng Local Municipality

#### SECTION A

I am a Masters student from the North West University, Mafikeng Campus. I am conducting an academic research survey. I will be using the systematic random, sampling method for this study.

The purpose or significance of this study is to highlight the extent and nature of the challenges facing the delivery of RDP housing for the poor in the Mafikeng Local Municipality North West Province.

I have some questions that I will wish to ask your Department (representative) about the challenges that your Department is experiencing with regards to the issues at Extension 39.

ALL INFORMATION THAT YOU PROVIDE WILL BE CONFIDENTIAL

## SECTION B DEMOGRAPHICS

### Individual Interview Questionnaire

|                         |  |
|-------------------------|--|
| Date:-                  |  |
| Time interview started  |  |
| Time interview ended    |  |
| Signature of researcher |  |
| Signature of respondent |  |

Tick the appropriate boxes

1. Gender

|        |  |
|--------|--|
| Male   |  |
| Female |  |

2. Religious background

|   |             |  |
|---|-------------|--|
| A | Christian   |  |
| B | Muslim      |  |
| C | Traditional |  |
| D | Others      |  |

3. What is your position in the municipality?

.....

.....

## SECTION C: Questions Related to RDP Housing In Extension 39

4. Which are the regulations governing RDP housing?

.....

.....

.....

5. What are the processes/procedures of allocating RDP houses?

.....

.....

.....

6. Are the procedures and guidelines underlining the provision of RDP housing in Extension 39 followed?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

7. If no, why do you think the procedures are not followed? Please explain below.

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8. Is the procedure of obtaining an RDP house in Extension difficult?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

9. If yes, please explain how difficult the procedure is below.

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10. Is the provision of RDP Housing part of the IDP process?

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11. Who finally decides who gets an RDP house?

|   |                                |  |
|---|--------------------------------|--|
| A | Community                      |  |
| B | Municipality                   |  |
| C | Department of Human Settlement |  |
| D | Councillor                     |  |
| E | Others                         |  |

12. What roles does the municipality play in the service delivery and other issues in Extension 39?

---

---

---

13. Who are the other stakeholders involved in the issues of RDP housing in Extension 39 apart from your Department and the municipality who are the key role players?

|   |                                    |  |
|---|------------------------------------|--|
| A | Social security and Social Welfare |  |
| B | Eskom                              |  |
| C | Department of Public Works         |  |
| D | Department of Transport            |  |
| E | Department of Education            |  |
| F | Department of Health               |  |
| G | Department of Home Affairs         |  |
| H | Department of Defence              |  |
| I | Non-Governmental Organizations     |  |
| J | Some political parties             |  |
| K | Others                             |  |

14. What roles do these other stakeholders play in Extension 39?

-----

-----

-----

-----

15. What are some of the problems you have encountered in terms of compiling the list of beneficiaries in Extension 39 in terms of?

A) Tenants -----

-----

-----

B). Other stakeholders -----

-----

-----

16. Has your Department encountered any problems in relation to the quality/standards of the RDP houses in Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

17. If yes, what are some of these problems? Please explain below.

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18. How are the problems of quality settled?

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19. Currently, are there any pressing problems that your Department is facing in terms of the issues related to housing in Extension 39?

|   |     |  |
|---|-----|--|
| A | Yes |  |
| B | No  |  |

20. If yes, what are some of the problems? Please explain below.

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21. What are your recommendations as a Department to resolve the issues and challenges concerning the residents in Extension 39?

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**THANK YOU VERY MUCH FOR YOUR CO-PERATION.**



NORTH-WEST UNIVERSITY  
YUNIBESITI YA BOKONE-BOPHIRIMA  
NOORDWES-UNIVERSITEIT  
MAFIKENG CAMPUS

TEL: 018 389- 2168

ACADEMIC LITERACY UNIT

Dr.L.P Siziba  
P.Bag X20146  
Mamabatho, 2735

05<sup>th</sup> November 2015

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**To whom it may concern**

**Editorial Assistance for M. SOC SC Dissertation**

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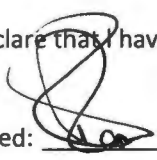
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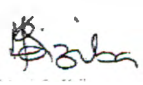
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