AN ANALYSIS OF FACTORS AFFECTING HOUSING DELIVERY IN
THE NYANDENI LOCAL MUNICIPALITY WITH SPECIFIC REFERENCE
TO THE EXTENSION 4 HOUSING PROJECT: A CASE STUDY OF WARD 21
IN NGQELENI

BY

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Master of Public Administration
At the

NELSON MANDELA METROPOLITAN UNIVERSITY

SUPERVISOR: PROFESSOR R.S. MASANGO

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DEDICATION

This study is dedicated to my family, my friends, and my children, and to all those, who have been the source of inspiration in making sure that this is accomplished.
The study investigates problems and challenges that, the Nyandeni local municipality faces in terms of housing delivery to its communities. The purpose is to look at the factors that affect housing delivery at Nyandeni local municipality in the Extension 4 Housing Project in Ngqeleni and what can be done in order to improve it. The housing development at Nyandeni Local Municipality is not up to standard, the situation is worse in rural areas where there is not a single rural housing project that has been implemented thus far instead, there is a lack of infrastructure and other essential services. This is a serious problem that the Nyandeni local municipality faces, as a result the most vulnerable people are the poorest of the poor particularly those residing in rural areas.

The study has investigated housing delivery at Nyandeni local municipality with reference to the Extension 4 Housing Project in Ngqeleni. The investigation indicates that there are serious challenges facing housing delivery. Hence the beneficiaries of the project could not get their houses in time and the project could not be completed within the scheduled period.
ACKNOWLEDGEMENTS

I hereby, wish to express my sincere thanks to my Supervisor, Professor R.S. Masango, for his meticulous guidance. His encouragement and perseverance have really made this a success. His personal concern, patience and kindness will never be forgotten. A special word of thanks also goes to my colleague, Owen Hlazo and his family for moral leaderships skills, financial support throughout the study. I gratefully, acknowledge and appreciate the assistance I have receive from him.

Finally, my deepest thanks is extended to my family particularly my sister Nomfuneko Madzidzela, my brother Mluleki Madzidzela, my wife Nontembeko and my children for supporting me during hard times of my study and spared me enough time to stay away from them when they needed me most. Last but not least, to all my friends.

L. Madzidzela
DECLARATION

I, Liyanda Madzidzela, do solemnly declare that this study is my own work. It is the product of my work through professional guidance of Professor R.S. Masango as my supervisor.

___________________
Liyanda Madzidzela
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<td>ANC</td>
<td>African National Congress</td>
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<tr>
<td>DFA</td>
<td>Development Facilitation Act</td>
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<td>D.O.H.</td>
<td>Department of Housing</td>
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<td>GEAR</td>
<td>Growth, Employment and Redistribution</td>
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<td>H.W.P.</td>
<td>Housing White Paper</td>
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<td>I.D.P</td>
<td>Integrated Development Plan</td>
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<td>JTCs</td>
<td>Joint Technical Committees</td>
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<td>K.S.D.L.M.</td>
<td>King Sabata Dalindyebo Local Municipality</td>
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<td>LGCCs</td>
<td>Local Government Co-ordinating Committees</td>
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<td>L.G.N.F</td>
<td>Local Government Negotiating Forum</td>
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<td>LGTA</td>
<td>Local Government Transition Act</td>
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<td>L D O</td>
<td>Land Development Objectives</td>
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<td>MFMA</td>
<td>Municipal Finance Management Act</td>
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<td>NHBR</td>
<td>National Home Builders Registration Council</td>
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<td>N.H.F</td>
<td>National Housing Forum</td>
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<td>PDL</td>
<td>Poverty Datum Line</td>
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<td>RDP</td>
<td>Reconstruction and Development Programme</td>
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<td>SDI</td>
<td>Spatial Development Initiative</td>
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<tr>
<td>U.D.F</td>
<td>Urban Development Framework</td>
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<td>T.L.C.</td>
<td>Transitional Local Council</td>
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CHAPTER ONE

General Introduction

1.1 Introduction

This chapter presents a general introduction to the study entitled; An analysis of the factors affecting housing delivery in the Nyandeni Local Municipality with specific reference to the Extension 4 Housing Project: a case study of Ward 21 in Ngqeleni. It presents, among others, a background and rationale of the study, objectives, literature review, and an overview of the chapters.

1.2 Background and rationale of the study

According to the O. R. Tambo's Integrated Development Plan (I.D.P.) (2007/8:7), Nyandeni local municipality is within the jurisdiction of the O.R. Tambo District municipality. The O. R. Tambo District municipality is regarded as the poorest region in the Eastern Cape and is predominantly rural. This District Municipality has a total population of 1 780 899, one of the only two regions in the Eastern Cape province with a population of more than a million. In this District Municipality, the local municipality with the highest population is King Sabata Dalindyebo with 429 248, followed by Nyandeni with 307 858. These local municipalities have rural and urban areas within their jurisdictions.

According to the Housing Sector Plan of Nyandeni Local Municipality (2006:20), there are two towns surrounded by a wide spread of rural villages. The towns are Libode and Ngqeleni. Ngqeleni is 30 km east of Mthatha and Libode is 30km north of Mthatha. The majority of the people live in the villages with the traditional form of houses without clean water and sanitation, a lack of access roads and infrastructure, while a minority lives in the towns. The White Paper on Local Government (1998:35), states that there is a huge backlog of service
infrastructure in historically under-developed areas. This is a consequence of the fact that the needs of rural people, who are in the majority, were ignored by the apartheid regime.

In terms of the Municipal Demarcation Act, 1998 (Act No. 27 of 1998) the Nyandeni Local Municipality comprises 26 wards, of which Wards one to eleven fall under the Libode jurisdiction; and wards 12 to 26 under Ngqeleni. Wards 7 and 21 are both urban and rural and most of these wards, particularly those that are rural in nature, have no clean water and sanitation, no access roads and no proper infrastructure. This can be attributed to, among others, slow service delivery.

This study focuses on investigating the factors affecting housing delivery in the Nyandeni local municipality with reference to the Ngqeleni Extension 4 Housing Project in Ward 21. Extension 4 was established in 1997, and it is regarded as a blocked project. Up to now the beneficiaries are still waiting for keys to their houses, but there is little progress in this regard. Many building contractors have come and gone without finishing the project and even those units which have been built are not of a high standard. The project was originally approved for 420 units. Only 269 have been built thus far and out of those, 107 need to be renovated because of poor conditions they are in.

1.3 Problem statement

In terms of the Constitution of the Republic of South Africa, 1996 Section 152 clearly sets out the objectives of local government that the municipality must strive to achieve, inter alia, to make sure that services to communities are provided in a sustainable manner. In terms of the White Paper on Local Government (2005:3), the national and provincial governments are committed to supporting and strengthening organised local government to enable it to perform its constitutional role effectively and efficiently. Housing delivery and the quality
of houses in South Africa, particularly in the Eastern Cape, poses a serious challenge, not only to the national government, but also to our local municipalities. Housing is regarded as a basic need just like water and food.

Burkey (1996:23) defines basic needs as those things that an individual must have in order to survive. These include, amongst others, clean water, clean air, adequate and balanced food, physical and emotional security, physical and mental rest, and culturally and climatically appropriate clothing and shelter. In terms of Section 26 of the Constitution of the Republic of South Africa, 1996 states that, everyone has the right to have access to adequate housing. It is the government’s duty to take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this fundamental right.

According to the Housing Sector Plan of the Nyandeni Local Municipality (2006:3), housing is largely of a traditional nature in the Nyandeni local municipal area. Over 81% of families are residing in traditional structures. The need for housing in the Nyandeni area is characterised by a lack of employment opportunities resulting in emigration of local residents to urban areas, Libode and Ngqeleni. The total expressed need for housing is estimated to be approximately 36 300. This includes applications submitted to the municipality, and the total number of existing informal settlements. In 2003, there were already 3 000 applications. The Nyandeni local municipality consists of 26 wards. Out of those, only the urban areas, Libode and Ngqeleni have benefited from housing projects so far.

In order to address the housing needs amongst other existing local needs, all local municipalities have a strategic development plan called the Integrated Development Plan (I.D.P.). The main purpose of the I.D.P. is to foster more appropriate service delivery by providing the framework for economic and social
development which contributes immensely towards eradicating the development legacy of the past.

One of the objectives of the I.D.P. of Nyandeni is to facilitate that more households have access to appropriate and sustainable housing; and to ensure that 50% of the Nyandeni local municipality households have access to, at least, a basic level of water supply, and to provide free basic sanitation to all indigent households by June 2007. This has not yet been achieved. The Housing Sector Plan and the I.D.P. of Nyandeni indicate that there is still a huge backlog in terms of service delivery, particularly water, sanitation and housing. For instance, only 10% of households have access to acceptable levels of sanitation, and only 4% have access to acceptable levels of water services. 78% still remain without clean water supply, and the housing backlog is about 26 000 houses. The question that remains is, to what extent it is possible for the Nyandeni local municipality to overcome these service delivery challenges? Moreover, how can the municipality unblock the Extension 4 Housing Project that was started in 1997.

1.4 Hypotheses

- Housing delivery at Nyandeni Local Municipality is restrained by, among others, a lack of capacity with regard to planning, supervision, monitoring and evaluation.

- The tensions and non-co-operation among the stakeholders and service providers of the Extension 4 Housing Project in Ward 21 of the Nyandeni local municipality is hampering the progress of housing delivery.
1.5 Objectives of the study

- To evaluate the role of local municipalities in housing projects.
- To determine the causes of the slow pace at which the Extension 4 Housing Project in Ngqeleni is going.
- To evaluate the role of the stakeholders in Extension 4 Housing Project.

1.6 Research methodology

Research involves the application of various methods and techniques in order to create scientifically obtained knowledge by using objective methods and procedures (Kruger & Welman, 2001:2). Details about the research design, population and sampling method of this study are given in the paragraphs below.

1.6.1 Research design

Kruger and Welman (2001:46) argue that research design is the plan according to which one obtains research subjects and collects information from them. One describes what one is going to do with the participants, with a view to reaching conclusions about the research problems. Therefore, the study will use various methods and techniques, like qualitative methodology.

Kobus (2007:70) states that a research design is a plan or strategy which moves from the underlying philosophical assumptions to specifying the selection of respondents, the data gathering techniques to be used and the data analysis to be employed. The choice of research design is based on the researcher’s assumptions, research skills and research practices, and influences the way in which the researcher collects data.
In most cases this is not problematic, since the majority of the case studies arise from an attempt to solve specific practical problems. Social, economic or political, most data collection methods available in research can be used in a case study (Imenda & Muyangwa 1996:134).

The study will attempt to answer questions on the housing delivery problems of the Nyandeni local municipality in the Eastern Cape. The researcher will use a case study design using the questionnaire involving beneficiaries who have already occupied houses. The researcher will obtain as much information as possible about the factors affecting housing delivery.

1.6.2 Population

Stuart and Wayne (1996:29), describe a population as any group that is the subject of research interest. A population is the larger group of all the people of interest from which the sample is selected. It is a group or a class of subjects, variables, concepts or phenomena (Dominic & Wimmer 1983:57). In this study, the researcher will focus on the 420 beneficiaries of the housing project in Ward 21 in Ngqeleni who have been allocated houses.

1.6.3 Sampling

Yin (1994:54), states that sampling refers to the process of selecting a portion of the population to represent the entire population. Yin (1994:54), further defines a sample as a subset of a population selected to participate in a research study. Graziano & Raulin (1997:114) support this by adding that the sample is a subset of people drawn from that population.

Random sampling and purposive sampling will be used in this study, for instance, 40 subjects from the beneficiaries and five municipal officials will be used as a sample. Graziano & Raulin (1997:170) further argue that the advantage of using
random sampling is that it serves as a procedure for selecting subjects from the population where each subject has an equal chance of being selected.

Stuart, & Wayne (1996:31) also recommend random sampling as the basic principle used to try to avoid bias in a sample. The random selection must ensure that each member of the population has the same chance of being included in the sample. Purposive sample will also be used. The advantage being that a sample is composed of elements which contain the most characteristics representative or typical attributes of the population.

1.6.4 Data collection instruments

Data will be collected from primary and secondary sources. Books, research documents, legislation, media statements and the internet will be used for this purpose. Beneficiaries of the Extension 4 Housing Project in Ward 21 in Ngqeleni will also be used to source information.

1.6.5 Questionnaire

According to Stuart & Wayne (1996:43), a questionnaire is a printed list of questions which respondents are asked to answer. The data will be collected by means of questionnaires which are written in English in order to facilitate communication. Questions will be interpreted to accommodate those who do not understand English.

The questionnaire will focus on the beneficiaries who have already occupied their houses. The respondents will be requested to respond to the statements regarding the perceived factors affecting housing development. They will also be requested to comment and make suggestions on what the researcher considers to be beneficial to the study concerning housing development problems in the Extension 4 Housing Project in Ngqeleni (Ward 21)
1.6.6 Ethical considerations

Imenda and Muyangwa (1996:145) argue that ethics refers to the system of moral values that are concerned with the degree to which research procedures adhere to professional, legal and social obligations with regard to, among others, participants. Stuart & Wayne (1996:45), conclude that, in order to do this, one must avoid doing harm to people and also guard against both physical and psychological damage. People have a right to privacy and the researcher must keep data collected in accordance with this right.

Devlin (2006:155) highlights the importance of promising what you can deliver in the research process. There should be some kind of contract between the researcher and informants, not necessarily a written document, but at least a series of implicit or explicit agreements by which the researcher is bound. For example, a researcher may promise his/her informants anonymity, and that what they say to him/her will not be used in any way which could enable them to be identified.

Apart from the instrument and procedural concerns, collecting data from people may raise ethical concerns. These include; avoiding harm to people, having due regard for their privacy, respecting them as individuals, and not subjecting them to unnecessary research. For the purposes of this study, the researcher will request permission to conduct the research from the Nyandeni local municipality. The researcher has promised to protect the participants’ rights. They will be informed of their right to participate voluntarily and freedom to withdraw, at any stage of the research process should they wish to do so.
1.7 Definition of terms

In order to eliminate confusion, the meanings attributed to certain terms and phrases are briefly described below.

1.7.1 Housing development

In terms of Housing Act No. 107 of 1997 states that the housing development means the establishment and maintenance of habitable, stable and sustainable public and private residential environments to ensure viable households and communities in areas allowing convenient access to economic opportunities, and to health, educational and social amenities in which all citizens and permanent residents.

1.7.2 Housing development projects

The Act further states that the housing development projects means any plan to undertake housing development.

1.7.3 Sustainability

The World Bank Development Report (2003) states that sustainability is the progress that meets the needs of the present, without compromising the ability of future generations to meet their own needs. Therefore, in this study, sustainability means that people need permanent residential structure with secure tenure, potable water, adequate sanitary facilities and domestic energy supply.
1.7.4 Social housing

In terms of social housing policy (2003:2), states that social housing is a housing option for low-medium income person that is provided by housing institutions, and that excludes immediate individual ownership.

1.7.5 Management

Smith (2007:9) defines management as the process of planning, organising, leading, and controlling the resources of an organisation to predetermined goals as productively as possible. Therefore, for the purpose of this study, management means that the municipalities should be able implement their projects effectively and efficiently through proper management.

1.7.6 Planning

Botes (1994:35) states that planning is the process whereby aims and objectives are determined in the present for achievement in the future. Gerrit and Waldt (2007:9) state that planning involves the work necessary to complete the project, identifying resources, developing a schedule and devising a budget. Planning also involves identifying goals and objectives for stakeholders and the team members who will be involved in the project, as well as providing the means to achieve those goals and objectives.
1.8. Literature review

Goldblatt (1996:21-26) argues that apartheid urban policies have left a highly unevenly distributed municipality infrastructure, with black townships characterised by inadequate and poorly maintained services. Posing the greatest challenge are the informal settlements growing daily in and around South African cities, where even the most basic water and sanitation services are absent. It is estimated that about 164 000 new households per annum are being established in urban areas each requiring access to water supply.

In terms of Section 158 of the Constitution of the Republic of South Africa, 1996 states that, municipalities must structure and manage their administration, budgeting and planning to give priority to the basic needs of the community. They must also promote social and economic development and a safe and healthy environment. People estimated to live under the poverty datum line (PDL) live in rural areas. It has been estimated that the urban housing backlog in 1995 was 1,5 million units.

The consequences of this backlog are reflected in overcrowding, informal settlements; increasing land invasions in urban areas, and poor access to services in rural areas. Socially and politically this backlog gives impetus to individual and communal insecurity and frustration, and contributes significantly to the high levels of crime and instability prevalent in many communities in South Africa (2000:17). Studies reflecting service delivery backlogs in general, and housing in particular have been done. For instance, Benneh (1996:105) argues that 65% of the urban population, in Dar-es-Salam and 80% in Luanda live in squatter settlements. Squatter settlements refer to shanty towns, most of which start as illegal settlements. These settlements are characterised, among other things, by poorly constructed houses, poor sanitary conditions, a lack of all services e.g. power, running water, garbage collections and a lack of legal status as residential dwellings.
Sections 26 and 27 of the Constitution of the Republic of South Africa, 1996 states that, “everyone has the right to have access to health care services, including reproductive health care, sufficient food and water, social security, including appropriate social assistance, adequate housing; and an environment that is not harmful to their health. The state must take reasonable legislative and other measures within its available resources, to achieve the progressive realisation of each of these rights.

According to the O. R. Tambo’s Integrated Development Plan,(2007/8) O.R. Tambo District Municipality is facing a service delivery backlog, but they will work tirelessly to end this plight. On 9-11-2007 the Daily Dispatch reported that the National Housing Minister had said that minister’s heads would roll, if the Eastern Cape government did not create the capacity to spend its full housing budget by the following year, “somebody’s head will be cut off”. The Minister further stated, “Housing in this province is in crisis, and the housing backlogs are just too big”. The Minister was also infuriated with the quality of homes being built by contractors.

According to the Daily Dispatch, (27/03/07:4), residents from the Mnquma municipality were complaining about slow service delivery, demanding roads, schools and houses. One resident complained about unfinished low-cost houses in the area, saying she had been waiting for years for a house of her own. The MEC for housing at that time, promised that the construction of 312 incomplete local houses would be finished by August. He added that R93 million would be paid to a private company to complete the province’s 60 unfinished housing projects. He promised to track-down the builders who had abandoned the incomplete houses.
1.8.1 Factors affecting the delivery of housing

The National Housing Code (2000:2) states that there is a severe housing shortage in South Africa. In 1997, the National Housing Department estimated that the number of families without adequate housing was 2.2 million. Due to population growth, this figure has increased by about 204 000. He further estimated that, in fact, more than 50% of families earned between R0 and R1 500 per month.

1.8.2 Lack of capacity

The legacy of the past also resulted in a depressed housing sector which lacked capacity, both in terms of human resources and materials to speedily provide housing speedily.

1.8.3 Insufficient land

Slow and complex land identification, allocation and development processes resulted in insufficient land for housing development purposes.

1.8.4 Inappropriate standard

Infrastructure, service and housing standards are inappropriate to the needs of a low-income market, resulting in difficulties in providing affordable housing products.

1.8.5 Different requirements amongst provinces

There are major differences between the housing needs experienced by different provinces. For example in the 1996 census Gauteng and the Western Cape generally had housing backlogs in urban areas, while in the Northern Cape and the Eastern, Cape the housing backlogs were generally in rural areas. Given the different problems in the different provinces, different policy responses are necessary.
1.8.6 Inexperienced housing consumers

Because of apartheid, many people have never bought or rented a house, or know anyone who has. There are, therefore, many inexperienced housing consumers. Such consumers often make mistakes or turn to unscrupulous operators for help who in turn steal their money.

1.8.7 Housing backlogs and basic services

The lack of adequate housing and basic services in urban townships and rural settlements has reached crisis proportions. The urban housing backlog in 1990 was conservatively estimated at 1.3 million units. Between hostels and rural areas, the backlog rises to approximately 200 000 new households each year. There is unfortunately, little research available on the rural housing situation and the Bantustans.

About 50 000 houses were built in South Africa in 1992. This figure can reasonably be increased to over 300 000 units each year. These units should be specifically intended for low-income households and should include the rural areas. The housing problems created by apartheid, and by the limited range of the capitalist housing markets, have been aggravated by the absence of a coherent national housing policy. A mass housing programme can help generate employment, skills and economic activity, both directly and indirectly, and should help ensure peace and stability. A single nation housing department should help to consolidate the previously fragmented approach.” The private sector and civil society also have a financing capacity. The development of small, medium-size and micro enterprises, owned and run by black people, must be incorporated into the housing delivery programme “(ANC, RDP document 1994:22).
1.8.8 Right to housing

The RDP endorses the principle that all South Africans have a right to a secure place in which to live in peace and dignity. Housing is a human right, as stated in Section 26 of the Constitution of the Republic of South Africa of 1996. One of the RDP’s first priorities is to provide for the homeless.

Although housing may be provided by a range of parties, the democratic government is ultimately responsible for ensuring housing is provided to all. It must create a framework and legislative support so that this is made possible, and it must allocate subsidy funds from the budget by the end of the five-year plan. This will ensure that housing is affordable to the poor of the poorest South Africans.

The approach to housing, infrastructure and services must involve and empower communities; be affordable, developmental and sustainable; take account of funding and resources constraints; and support gender equality. The RDP is committed to establishing viable communities in areas close to economic opportunities and to health, educational, social amenities and transport infrastructure. (ANC, RDP document 1994:23)
1.9 Overview of Chapters

Chapter One is a general introduction to the study of housing delivery. It deals with aspects which include; a background and rationale to the problem statement, hypothesis, objectives, and research methodology.

Chapter Two focuses on literature study. It also includes the legislative framework relating to housing.

Chapter Three focuses on the research methodology of the study. In this chapter, an explanation relating to data collecting instruments and data collection procedure is given.

Chapter Four deals with data analysis of the study. The analysis reflects on the factors affecting housing development.

Chapter Five concludes the study by providing a summary of the study as well as the findings and recommendations.

1.10 Limitation of the study

The study will be conducted in Extension 4 in Ngqeleni. Ngqeleni is a small town 30 km to the east of Mthatha. It is under the jurisdiction of Nyandeni local municipality. It is surrounded by a large rural area, and serves as a service centre for the Magisterial District Town which is situated along a stream originating at Nzwakazi location in the Maqanyeni Rural Administrative area.

Nyandeni Local Municipality is part of the OR Tambo district situated in the Eastern Cape Province.

Nyandeni is a largely rural municipality with 79% of its households residing in traditional or village type settlements and just over 20% residing in urban formal and peri-urban settlements of Ngqeleni and Libode. Both Ngqeleni and Libode are about 30km from Mthatha. The rural areas are largely characterised by large tracks of un-surveyed lands falling under the auspices of Traditional Authorities.
CHAPTER TWO

2. Literature study

2.1 Introduction

This chapter focuses on the literature and the legislative framework relating to housing at national, provincial and local government levels. The legislation guides the processes of addressing the housing backlog and contributes towards ensuring the smooth running of housing delivery. Housing delivery is one of the foremost challenges facing all levels of governance. The challenge relates not only to the enormous size of the housing backlog, and the diverse needs of the homeless, but also to the housing environment which has many weaknesses such as poverty, unemployment, economic stagnation incapacity, a lack of affordability, insufficient land, corruption, a lack of technical staff and other challenges.

It is clearly indicated in the extract from the Freedom Charter adopted at the congress of the people, Kliptown, June 26, 1955, that there shall be houses, security and comfort, and all people shall have the right to live where they choose, be decently housed, and to bring up their families in comfort and security, as well as unused housing space to be made available for the people. Rent and prices shall be lowered, slums demolished, and new suburbs built where all have access to transport, roads, lighting, playing fields, crèches and social centres, fenced locations and ghettos shall be abolished.
2.2 Legislative framework

According to the New Housing Policy and Strategy for South Africa (1994:2), housing the nation is one of the greatest challenges facing the government of national unity. The extent of the challenge stems not only from the enormity of the housing backlog and the desperation and impatience of the homeless, but also from the extremely complicated bureaucratic, administrative, financial and institutional framework inherited from the previous government.

The New Housing Policy and Strategy (2000:13), identifies several key constraints that hinder housing development in South Africa. Some of these constraints are:

A Policy Framework
- The lack of an overall housing strategy and the inadequate definition of the roles and responsibilities of role players in the housing sector.
- The multiplicity of legislation and the duplication of legislation governing housing, land and services.

End-user Finance and Subsidies
- The poorly focused use of housing funds. Statutory housing funds have been used for diverse purposes.
- Duplicated and poorly targeted subsidies.
- A lack of end-user finance, especially for low-income households.

Land and Planning issues

The New Housing Policy and Strategy (2000), further states that the inability and unwillingness to release sufficient suitable land for housing continues to be a constraint to timeous housing delivery, for instance;
- The lack of a coherent policy on land.
- A lack of land identification.
• Constraints to land assembly.
• Land planning.
• Land invasions.

The Housing Construction Sector

The New Housing Policy and Strategy further states that the building and civil sectors also face significant constraints such as;
• An inadequate development framework and
• Limited capacity.

Economic issues

The policy further states that a number of factors mitigate against a massive increase in the demand for and supply of housing, such as,
• Mass unemployment.
• A high distribution of income which penalises low-income groups.
• Declining personal domestic savings.

The present government inherited a severely traumatised, fragmented and abnormal housing sector from the previous government in 1994 as a result of the policies and political turbulence of the pre-democratic era. In response to the housing legacy of apartheid, the Constitution of the Republic of South Africa of 1996, was established as a supreme law of the country in trying to curb or to correct the imbalances of the past, where blacks, who were in the majority, were deprived of their rights to own decent houses.
Section 26 (1) (2) and (3) of the Constitution of the Republic of South Africa, 1996 outlines the Bill of Rights relating to housing as follows:

- Everyone has the right to have access to adequate housing.
- The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realization of this right.
- No-one may be evicted from their home, or have their home demolished, without an order of court made after considering all relevant circumstances.
- No legislation may permit arbitrary eviction.

Section 27 (c) Chapter Two of the Constitution of the Republic of South Africa of 1996, states that “Everyone has the right to social security, and if they are unable to support themselves and their dependants, appropriate social assistance will be provided”.

To address the question of economic stagnation and insufficient land, Section 152(1) of the Constitution of the Republic of South Africa lays the framework within which local government shall fulfil its role in providing the right of access to housing.

- Local government is required to provide services, land allocation and infrastructure to support the development of housing in their municipalities.
- Planning for housing must ensure that housing is socially, economically and environmentally sustainable.
- Local government must also ensure that housing provides a safe and healthy environment.
- Communities shall also be involved in decisions about housing that may affect them. The Constitution further elaborates on the roles of Local government regarding to housing delivery:
Section 153 (a) of the Constitution states that municipalities are required to promote social and economic development of the community. They must prioritise the basic needs of the community. The municipality must structure its administration budgeting and planning processes to assist in promoting development.

Gilbert, (1996:12) defines economically sustainable development as a development for which progress towards environmental and social sustainability occurs within available financial resources.

Section 154 of the Constitution requires national and provincial government to provide a complete service on footnotes and help municipalities to manage their own affairs. A co-operative relationship between provincial and local government helps to provide the national Department of Housing with realistic plans that have the support of the communities that they serve.

Section 156 of the Constitution further states that municipalities must perform roles assigned to them by national or provincial legislation. Municipalities may be required to administer housing programmes within provincial and national frameworks. They may need to align by-laws with national or provincial legislation. If a municipality has sufficient capacity, it may be given the right to administer housing programmes directly.

A local authority with authentic capacity has adequate powers and autonomy, appropriate boundaries, and sufficient personnel, management, technical and fiscal resources, Gilbert (1996:33).

There is currently a lack of technical housing capacity at provincial and at local government levels. The capacity within these spheres to fulfil their functions as housing developers is generally poor. This has resulted in an insufficient technical and administrative capacity and consequently inadequate monitoring
and evaluation of housing projects. An example is that there is no housing technician and town planner at the Nyandeni Local Municipality.

The Housing Act (Act No.107 of 1997) was passed to facilitate a sustainable housing development process. This Act;

- Establishes principles of housing development for all levels of government.
- Defines the functions of the spheres of government in respect of housing development.
- Establishes a South African Housing Development Board which works with provincial housing development boards.
- Provides for the funding of national housing programmes, and
- Repeals laws which hinder development.

The general principles which apply to housing development are stipulated in Section 2 of the Housing Act of 1997. The act addresses, inter alia, the following principles that give priority to the needs of the poor in respect of housing development;

- Consult meaningfully with individuals and communities affected by housing development;
- Ensure that housing development provides as wide a choice of housing tenure options as is reasonably possible, and is economically, and socially affordable and sustainable;
- Encourage and support individuals and communities, including, but not limited to, co-operatives, associations and other bodies which are community-based, in their efforts to fulfil their own housing needs by assisting them in accessing land, services and technical assistance in a way that leads to the transfer of skills to, and empowerment of, the community;
• Promote the establishment, development and maintenance of socially and economically viable communities and promote safe and healthy living conditions to ensure the elimination and prevention of slums and slum conditions;

• Promote measures to prohibit unfair discrimination in housing development; and

• Respect, protect, promote and fulfil the rights of the people in the administration of any matter relating to housing development.

The Act further stipulates that the Parliament of the Republic of South Africa recognises that;

• housing, as adequate shelter, fulfils a basic human need;
• It is both a product and a process;
• It is a product of human endeavour and enterprise;
• It is a vital part of integrated developmental planning;
• It is a key sector of the national economy;
• It is vital to the socio-economic well being of the nation;

2.3 The role of local government in housing development

In Sections 9 and 10 of Part 4 of the Housing Act, (Act No. 107 of 1997), the roles and functions of local government in housing development are stated. The Act states that every municipality, as part of Integrated Development Planning, must take all reasonable and necessary steps within the framework of national and provincial housing legislation and policy, to ensure that the right of access to adequate housing is realized on a progressive basis.

The aforementioned Act continues to state that, in order to fulfil its role, every municipality must carry out the following functions;
• Health and Safety: ensure that conditions not conducive to the health and safety of the inhabitants of its area of jurisdiction are prevented or removed.
• Efficient Services: ensure that services in respect of water, sanitation, electricity, roads, storm water drainage and transport are provided in a manner that is economically efficient.
• Housing Delivery Goals: set housing delivery goals in respect of its area of jurisdiction.
• Land for Housing: identify and designate land for housing development.
• Public Environment: create and maintain a public environment conducive to housing development which is financially and socially viable.
• Conflict Resolution: promote the resolution of conflicts arising in the housing development process.
• Bulk and Revenue Generating Services: provide bulk engineering services, and revenue generating services insofar as specialist utility suppliers do not provide such services.
• Land Use: plan and manage land use and development.
• Housing Development: initiate, plan, co-ordinate, facilitate, promote and enable appropriate housing development in its area of jurisdiction.

2.4 Powers of local government in respect of housing development

Municipalities participate in national housing programmes by;

• Promoting a housing development project by a developer.
• Acting as a developer in respect of the planning and execution of a housing development project on the basis of full pricing for cost and risk.
• Entering into a joint venture contract with a developer in respect of a housing development project.
• Establishing a separate business entity to execute a housing development project.
• Administering any national housing programme in respect of its area of jurisdiction, if accredited, and
• Facilitating and supporting the participation of other role players in the housing development process.

2.5 Expropriation of land

The Housing Act (Act No. 107 of 1997) assigns the power to municipalities to expropriate land for housing development. These include;

• Issues concerning the property, including inspection for purposes of expropriation and notification that the property is to be expropriated.
• Tenure Rights: transferring ownership of expropriated property and exercising the right to use the property and establishing the duties of the owner of the property expropriated or which is to be used by the municipality.
• Issues concerning compensation including: offers and payment of the relevant amount.
• Other financial issues including: orders as in the Supreme Court; and
• Other issues including: termination of unregistered rights in respect of land expropriation.

2.6 Municipal accreditation

It is the constitutional responsibility of both national and provincial government to assign to a municipality the administration of matters such as housing, if it can be more effectively administered at a local level, and if the municipality has the capacity to administer it.
In terms of the Housing Act (Act no 107 of 1997), there are two levels of accreditation that exist in respect of the housing subsidy scheme;

- Level one accreditation: this involves the administration of non-credit linked individual subsidies. This is the simplest form of accreditation as subsidies are dealt with in a straightforward manner on an individual basis.
- Level two accreditation: this may be obtained in respect of non-credit linked individual consolidation subsidies, institutional subsidies, and the management of the payouts of residual amounts of non-credited linked subsidies and individual consolidation subsidies.

The Protected Disclosure Act (Act No. 26 of 2000), stipulates the criminal and regular conduct in organs of state and private bodies which are detrimental to good, effective, accountable and transparent governance. Open good corporate governance in private bodies can endanger the economic stability of the republic and have the potential to cause social damage. It also promotes the eradication of criminal and other irregular conduct in organs of state and private bodies.

Gilbert (1996:17), says that local authorities must practise good governance for sustainable development within their communities to the extent that their actions are efficient, effective, accountable, and fair. These can be achieved through the following;

- Promotion and practice of sustainable resource use including waste minimization and energy efficiency.
- Regulation of the demand for and supply of land so as to conserve its use.
- Provision of appropriate infrastructure
- Attraction of suitable investment and,
- Encouragement of partnerships.

The Municipal Finance Management Act No. 56 of 2000
Fraud and corruption have been a great challenge in the local municipalities an example of this is the payment to contractors for work not done or not completed, but certified for payment.

Section 32 (1) (d) of the Municipal Finance Management Act (No.56 of 2003) is against the following:

- any unauthorised, irregular or fruitless and wasteful expenditure.
- The Municipal Finance Management Act 2003 supports housing development by ensuring accountable and transparent governance at the local level.
- The MFMA, further stipulates that the councillors are responsible for ensuring that money is used efficiently to address the needs identified in their IDPs.
- Municipalities need to provide services that facilitate housing development and
- In some cases municipalities undertake housing development projects on behalf of the province. The financial management of all such development is managed according to the MFMA.

The Prevention of Illegal Eviction and Unlawful Occupation of Land Act was promulgated in 1998. The Act repeals the Prevention of Illegal Act (No.52 of 1951). It is known as the PIE Act.

This act;

- makes provision for a fair and equitable process to be followed when evicting people who have unlawfully invaded land.
- Prohibits people from accepting payment for occupying land without the consent of the owner or person in charge.
- Makes it an offence to evict anyone without following the due process of the law.
- Makes provision for a process of fair eviction of unlawful occupiers and distinguishes between occupiers who have been on the land for less than
six months and those who have been on the land for more than six months.

- Also requires that an order of the court be obtained to evict an unlawful occupier of land. It also provides for a mediation process.

Another problem with regard to housing delivery is the challenge of emerging contractors who have created a lot of chaos in housing delivery because of inadequate contractor skills. Many housing projects have been blocked because of non-performance by these contractors. The Strategic Framework for Development of Sustainable Human Settlements (2007:22) confirms this. The policy has been formulated to promote local economic and job creation opportunities by using emerging contractors to build the houses. This has resulted in an administrative overload of the municipal and provincial officials to monitor the work of emerging contractors, delays in completion and poor workmanship and poor quality housing. As a result this requires remedial action, even before the houses are handed over to the beneficiaries. The houses need repairing which results in increased costs and delays in construction materials and shortages of material which result in delays in housing delivery.

The Housing Consumers Protection Measures Act (Act No.95 of 1998) has been established to deal with these problems.

The National Home Builders Registration Council (NHBRC) has been mandated in terms of the Housing Consumers Protection Measures Act of 1998, to serve as a statutory body for homebuilders. The council shall;

- Provide consumers with protection against defects in new homes.
- Regulate the home building industry by formulating and enforcing a code of conduct.
- Provide protection to home owners in respect of the failure of home builders to comply with their obligations.
The Act sets out what should be included in agreements between home builders and buyers before the building of homes can commence. It also provides recourse for consumers, if home builders do not meet their contractual agreements.

The National Housing Code agrees that there is extensive evidence that housing consumers are not adequately informed of their rights and corresponding obligations, and that relevant housing information is not readily accessible. This has resulted in exploitation of existing and prospective homeowners as well as tenants, and a general failure of understanding the rights and corresponding obligations related to homeowners and tenants. Housing affordability is under immense pressure due to the significant rise in house prices, and dramatic increase in the replacement cost of land and new buildings which are likely to continue to push prices even higher.

For this reason, the government has passed the Rental Housing Act (Act No 50 of 1999) as renting is perceived as reasonable housing alternative to buying. There are a number of people who are not necessarily in need of permanent houses. Some own houses elsewhere. The Housing Act allows municipalities to provide rental accommodation also for needy beneficiaries. A need for this has to be determined by the municipality, and land should be made available for that purpose.

The Rental Housing Act (Act No 50 of 1999) repeals the Rent Control Act of 1976 and defines government’s responsibility in respect of the following aspects:

- To promote rental housing.
- To promote rental housing property.
- The proper functioning of the rental housing market.
- To facilitate sound relations between tenants and landlords.
• It also lays down general requirements for leases and principles for conflict resolutions in the rental housing sector and
• MECs may establish a Rental Housing Tribunal in each province to resolve disputes and investigate complaints of unfair practice.

Section 14(1) of the Rental Housing Act (Act No. 50 of 1999) further states that a municipality may establish a Rental Housing Information Office. In terms of Section 14 (3) (a), the Rental Housing Information office should perform the following functions;
• To educate people
• Provide information, and
• Advise tenants and landlords with regard to their rights and obligations in relation to dwellings within its area of jurisdiction.

Land ownership or insufficient land and administration of land for housing development have been another challenge affecting housing delivery. Traditional Authorities are still responsible for land administration and allocations in the rural parts of the country. Large portions of land in the Nyandeni Local Municipality are still under the custodianship of traditional leaders. This sometimes creates problems for rural and urban housing development. For instance, the municipality has been, taken to court several times for developing areas which are believed to be under the jurisdiction of traditional leaders and, as such, have somehow delayed housing delivery. Another typical living example is the area just opposite Southrigde in Mthatha which was earmarked for a shopping complex, but this development has been halted due to unresolved land issue squabbles between the King Sabata Dalindyeblo local municipality and traditional leaders.

The Extension of Security of Tenure Act of 1999 provides for measures with state assistance to;
• facilitate long-term security of land tenure,
• Regulate the conditions of residence on certain land,
• Regulate the conditions on and circumstances under which people may reside on land

The Interim Protection of Informal Land Rights Act of 1996 also protects informal rights by prohibiting any deprivation of these rights without the holder's consent, except where the deprivation occurs in terms of the Expropriation Act, 1975 (Act no. 63 of 1975)

Another legislative method to deal with the land issue is the Development Facilitation Act, (No. 67 of 1997) Its purpose is to;

• Undertake land development projects speedily, especially in terms of the delivery of serviced land for low-income housing.
• Introduce extraordinary measures to facilitate and speed up the implementation of reconstruction and development programmes and projects in relation to land.
• Provide for nationally uniform procedures for the subdivision and development of land in urban and rural areas so as to promote the speedy provision and development of land for residential, small-scale farming, or other needs.
• Deal with the issue of land release and servicing.

There are key elements that the DFA needs to focus on. These are:

• **Principles:** The Act provides a set of nationally enforceable principles in terms of land development that fast track the development process; for example, the promotion of sustainable development.
• **Land development objectives:** The DFA requires that land development objectives be developed by every municipality as the basis for future land development. These LDO’s must be based on a socio-economic analysis and consultation with stakeholders and communities. The LDO’s must
define the objectives of the municipality regarding access to and the standard of services, urban and rural growth, and the number of housing units, sites or facilities to be delivered. In each of these categories the LDO’s must indicate the implementation approach to be adopted and the number or rate to be achieved. In terms of the DFA, the LDO’s are used as a benchmark to measure performance and are implemented through Integrated Development Plans.

- **Development Tribunals:** These can be established within each province by the premier. In terms of the Act, the tribunals are made up of experts, officials and stakeholders. When an application for the development is under dispute, the tribunal has the power, amongst others, to impose time frames on the resolution of the dispute.

- **Development and planning commission:** This commission is responsible primarily for reviewing all provincial planning and related legislation in South Africa, so that it may be amended in favour of legislation more appropriate to the current context.

The Strategic Framework for Development of Sustainable Human Settlements (2007:22), talks about the scarcity of land for housing and land tenure issues. It further states that, in urban areas, most of well-located land for low-cost housing is problematic. The land available is either very expensive, and thus not affordable, or poorly located away from economic opportunities and community facilities. Within the traditional areas, land tenure, in terms of the traditional system of land allocation, requires a permission to occupy land assigned by the traditional authority. This form of land tenure does not provide sufficient security of tenure to financial institutions for them to be able to provide mortgage bonds to rural people.
The National Environmental Management Act (Act No. 107 of 1998)
The Act, amongst other things:

- Provides for co-operative environmental governance by establishing principles for decision making on matters affecting the environment and
- Provides for institutions that will promote co-operative governance and procedures for co-ordinating environmental functions exercised by the organs of state.

The National Housing Code in relation to housing delivery states that the access to housing and secure accommodation is an integral part of government’s commitment to reducing poverty and improving the quality of people’s lives. Poverty and unemployment continue to pose great challenges to government at all levels of service delivery. The majority of South Africans are unemployed and therefore many low-income groups are unable to access housing loans.

The government has introduced legislation to deal with these enormous challenges. The legislation is designed to assist the unemployed, poor and underdeveloped families in rural and urban areas. Poverty still persists in many communities and unemployment sustains it. Government has made great strides in addressing these challenges. Amongst these strategies is the introduction of the Home Loan and mortgage Disclosure Act (No. 63 of 2000). The Act states that in the past there has been discrimination by financial institutions, on one or more grounds set out in section 9 (3) of the Constitution of the Republic of South Africa (Act 108 of 1996), when considering or granting home loans. The Act, amongst other things, deals with;

- The promotion of fair lending practices, which requires disclosure by financial institutions of information regarding the provision of home loans.
• Ensuring that all financial institutions disclose certain information regarding their business of advancing finance in respect of home loans, for example;
  
  (i) The number of and amount in rands of completed home loans
  (ii) Applications received during the financial year.
  (iii) the number of and amount in rands of home loan applications declined and the reasons for the rejections.

This Act also states that there must be an office responsible for-

• Making available to the public, information that indicates whether or not financial institutions are serving the housing credit needs of their communities, and rating such financial institutions in accordance with such information;
• Assisting in identifying possible discriminatory lending patterns, and assisting any statutory regulatory body in enforcing compliance with anti-discriminatory legislations

This Act states that in terms of Section 9 of the Constitution of the Republic of South Africa (Act 108 of 1996):

• Everyone is equal before the law and has the right to equal protection from and benefit of the law.
• Equality includes the full and equal enjoyment of all rights and freedoms.
• Legislative and other measures, designed to protect or advance persons, or categories of persons disadvantaged by unfair discrimination may be taken to promote the achievement of equality.
• The state may not unfairly discriminate, directly or indirectly, against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth.

In terms of Section 2 (1) (e) (v) and (vi) of the Housing Act,(No. 107 of 1997) national, provincial and local levels of government must, inter alia,

• Promote the effective functioning of the housing market, while levelling the playing fields and take steps to achieve equitable access for all to the market, and
• Take measures to prohibit unfair discrimination on the grounds of gender, and other forms of unfair discrimination by all actors in the housing development processes.

According to Section 35(1) of the Municipal Systems Act (No 32 of 2000), the Integrated Development Plan(IDP) is the principal planning instrument which guides and informs all planning and development at regional and local government levels.

The Integrated Development Plan, has the following purposes:

• It links, integrates and co-ordinates plans.
• Aligns Nyandeni Local Municipality resources and capacity.
• Forms the basis on which the budget be based, and
• It is compatible with the Nyandeni Local Municipality in terms of legislation.

The Municipal Systems Act further outlines components of the IDP. Section 26(e) states that a Spatial Development Framework, which includes the provision of basic guidelines for land use or development management systems for the municipality. The Spatial Development Framework identifies the key spatial development issues such as;
• Main nodes and zones of potential areas where development may be encouraged, and
• the sensitive environmental areas, where development may be carefully and sensitively managed.

The Spatial Development Framework, amongst other things, intends to achieve the following;

• To provide opportunities for creating an environment within communities and the private sector to operate more effectively and efficiently to achieve sustainable socio-economic development.
• To make public investments programmes more efficient.

The Nyandeni local municipality IDP (2008:69), caters for the provision of strategic objectives to facilitate housing delivery. It also lobbies for funds for the provision of adequate low-cost housing, including rural areas.
This may be done by ;
(i) revising and implementing the local housing sector plan, and
(ii) Lobbying the Department of Housing and the O. R Tambo District for funds to build rural housing, low-cost houses, middle-income, high-income and emergency houses.
2.7 Conclusion

This chapter has discussed the policies and guidelines which must be followed by national government, provincial government and local municipalities in ensuring that all government resources, especially at the local government levels, discharge their responsibilities effectively and efficiently for the smooth running of housing delivery.

In this regard, the legislation provides an excellent opportunity for the newly elected councillors and appointed officials to fulfil their mandate to the best of their abilities and to deliver quality houses and promote development to improve the lives of all South African people particularly the poorest of the poor. The legislation also guides all levels of government to conduct financial activities and other responsibilities of the departments in a professional, open, transparent and accountable way for the smooth running of all the activities and programmes of the various levels of government.
CHAPTER THREE

Research Methodology

3.1 Introduction

This chapter focuses on research methodology. It deals with methods and procedures, research design, population and sampling, data collection instruments, ethical standards, an overview of Ngqeleni town and a brief background of the Extension 4 Housing Project in Ward 21 in Ngqeleni.

3.2 Research Design

Research methodology includes the planning, structuring and execution of research, with the emphasis on the research process itself. Research design, which was used in this study, is described and dealt with in detail. The description of “population” and “sampling method” is also included. Research involves the application of various methods and techniques in order to create scientifically obtained knowledge by using objective methods and procedures Kruger & Welman, (2001:2).

Stuart & Wayne (1996:xiii) see research as covering things that no one knew, and creating things that never were. It is a never-ending process, discoveries and creations lead to new discoveries and new creations. Research is about answering unanswered questions or creating that which does not currently exist.

Kruger and Welman (2001:46) also argue that research design is the plan according to which one obtains research subjects and collects information. In it, one describes what one is going to do with the participants, with a view to reaching conclusions about the research problems.
Kobus (2007:70) states that a research design is a plan or strategy which moves from the underlying philosophical assumptions to specifying the selection of respondents, the data gathering techniques to be used, and the data analysis. The choice of research design is based on the researcher’s assumptions, research skills and research practices, and influences the way in which the researcher collects data.

In most cases this is not problematic, since the majority of the case studies arise from an attempt to solve specific problems, be they social, economic or political. Most data collection methods available in research can be used in a case study, (Imenda and Muyangwa 1996:134).

Dominic & Wimmer (1983:46) describe a research design as a blueprint or a set of plans for collecting information. Using the case study approach, the researcher identified ward 21 in the Nyandeni local municipality. Dominic & Wimmer (1989:23) further argue that a case study is an empirical enquiry that; investigates a contemporary phenomenon within its real-life context, investigates the boundaries between “phenomenon” and “context” are not clearly evident and in which multiple sources of evidence are used.

The study attempted to answer questions relating to factors affecting housing delivery in the Extension 4, Housing Project of Ngqeleni. In the study the researcher used a case study design involving municipal officials, and beneficiaries who have already occupied houses. This was a suitable design, since the researcher wanted to find out as much as possible about the factors affecting housing delivery.
3.2.1 Population and sampling

A population is the larger group of all the people of interest from which the sample is selected. It is a group or a class of subjects, variables, concepts or phenomena (Dominic & Wimmer 1983:57)

Stuart and Wayne (1996:29) state that population is any group that is the subject of research interest. A subject of the population is called a sample. The researcher focused on 420 beneficiaries who had been allocated houses and those who had not yet received their houses.

Sampling refers to the process of selecting a portion of the population to represent the entire population. According to Yin (1994:54) a sample is a subject of a population selected to participate in a research study.

Graziano & Raulin (1997:114) describe sample as a subset of people drawn from that population. Random sampling was used in this study of 40 people. Graziano & Raulin, (1997:170) further argue that the advantage of using it is that it serves as a procedure for selecting subjects from the population, where each subject has an equal chance of being selected. Stuart, M. & Wayne, (1996:31) also recommend random sampling as the basic principle used to try to avoid bias in a sample. The random selection must ensure that each member of the population has an equal chance of being included in the sample.
3.3 Data collection Instruments

The data which was collected is the primary and secondary data. It was obtained from books, research papers, media statements, the Internet and the Nyandeni Municipal Officials and beneficiaries. This was done precisely to enable the researcher to develop a comprehensive report.

3.3.1 Data collection

There are two fundamentally important criteria for instruments;

(i) Reliability
(ii) Validity

The term reliability means that measurements are consistent. The same experiment is performed under the same conditions, and the same measurements will be obtained, Gilbert (1996:37).

The term validity means that the measurements are correct. This means that an instrument measures what it is intended to measure, and that it measures this correctly.

3.3.2 Questionnaire

According to Stuart & Wayne (1996:43), a questionnaire is a printed list of questions which respondents are requested to answer. The data was collected by means of a Questionnaires which were administered in isiXhosa and English to facilitate the communication.

A questionnaire has some disadvantages. For example, Stuart & Wayne (1996:44) elaborate, saying that respondents have little or no interest in the
problem. They tend to answer carelessly and may forget to complete and return the questionnaire. The questionnaire focused on the beneficiaries who have already occupied their houses (see appendix 1).

The respondents were requested to respond to the statements regarding the perceived factors affecting housing delivery. They were requested to comment and make suggestions on what the researcher considered to be beneficial to the study concerning housing development problems in the Extension 4 Housing Project of Ward 21.

3.4. Ethical Considerations

Imenda & Muyangwa (1996:145) argue that ethics refers to the system of moral values which is concerned with the degree to which research procedures adhere to the professional, legal and social obligations of the participants.

Stuart & Wayne (1996:45) say that, in order to do this, one must avoid doing harm to people and guard against both physical and psychological damage. People have a right to privacy and the researcher must keep data collected confidential.

Devlin (2006:155) puts more emphasis on the importance of confidentiality, and also emphasizes not promising what you cannot deliver. There should be some kind of contract between the researcher and the informants, not necessarily a written document, but at least a series of implicit or explicit agreements by which the researcher is bound. For example, could be promising the informant’s anonymity.

Apart from instrumentation and procedural concerns, collecting data from people raises ethical concerns. These include avoiding harm to people, privacy, respecting people as individuals and not subjecting them to unnecessary
research. The researcher, therefore, requested permission to conduct the research from the Nyandeni Local Municipality and the participants were invited to participate in the study (see appendix 2 and 3). The subjects were informed of their rights to participate voluntarily and anonymity was guaranteed. The principle of respect was considered in that the subject had the right to self-determination and freedom to participate in the study without coercions or fear of being penalized.

3.5 An overview of the area of study: Ward 21 of the Nyandeni Local Municipality - Ngqeleni

In this section an overview of the Ward 21 area in the Nyandeni Local Municipality is given. Firstly, attention is paid to the geographical location of Ngqeleni and thereafter the Extension 4 Housing Project is explained.

3.5.1 The geographical location of Ngqeleni

The Nyandeni Local Municipality is part of the OR Tambo District Municipality situated in the Eastern Cape Province. It is a coastal municipality situated within the Wild Coast Spatial Development Initiative (SDI), and is surrounded by local municipalities of King Sabata Dalindyebo to the south, Port St Johns to the north, and Mhlontlo to the west. Nyandeni is a largely rural municipality with 79% of its households residing in traditional or village-type settlements and just over 20% residing in urban, formal and the peril-urban settlements of Ngqeleni and Libode. The rural areas are largely characterized by large tracks of unsurveyed lands falling under the auspices of traditional authorities. The Nyandeni Local Municipality consists of two towns, Ngqeleni and Libode. The head office of the new municipality is in Libode, situated approximately 30 km from Mthatha.

Ngqeleni is a small town 30 km to the east of Mthatha. It is surrounded by a large rural area, and serves as a service centre for the Magisterial District Town which
is situated along a stream originating at Nzwakazi location in the Maqanyeni Rural Administrative area. According to IDP report, Nyandeni Municipality has a population of 292 000.

3.5.2 The Extension 4 Housing Project (1997-2008)

It has been said that the former Ngqeleni council applied for 420 low-cost subsidies. This was approved by the Provincial Housing Board at the cost of R15 000,00. The agreement was reached on 26 September 1997. The total cost of the project was R6 300 000.00. The developer was Ngqeleni TLC and Wanklin and Associates were appointed as project managers. Of the 420 residential sites which were intended to be sold to low-income beneficiaries, 120 were sold to middle-income group, leaving the low-income group with only 300 sites. Then the council intended to apply for an Extension 5 Housing Project to the Provincial Housing Board to compensate 120 beneficiaries whose sites were sold to the middle-income group. According to some informants, this led to confusion and gave rise to a number of problems.

Another version of the story is that some of the beneficiaries exceeded the 0 to R1,500.00 per month subsidy band and fell between R1,500 to R2,500.00 and up. All those beneficiaries had already been allocated sites. That caused middle income and low income houses to be developed in one area, which was Extension 4.

Oracle Construction was awarded a tender for the provision of gravel streets, storm-water drainage, water and sewer reticulation. Hawkins, Hawkins and Osborn were the project engineers responsible for the supervision of the construction of services. It was reported that water meters not fitted in the development, had been handed over to the then TLC. Those water meters had been left in the garage of a certain person, some had been mislaid and others had reportedly been stolen. It has also been alleged that the Conveyancers were
not paid monies due to them, due to the fact that the former Ngqeleni TLC transferred housing project funds to the TLC’s salaries account to pay wages and the salaries of its employees. As a result they decided to discontinue their services.

The first building contractor was called in to build a show house which was 24 square meter, but the beneficiaries were not happy. They wanted the top structure to be 30 square meter. The contractor did not want to build 30 square meter and decided to leave. Azcon Project Building Contractors came in and completed about 68 low-cost houses which were handed over to the beneficiaries. Consequently, 70 middle-income houses were built and handed over as well. It has been alleged that the construction of the top structure was very slow due to the shortage of water at Ngqeleni. The contractor was ferrying water from the river, but was unable to transport sufficient water for the construction needs. It was reported that storage tanks, filled with water had been stolen from the site overnight. Due to the shortage of water, sewer lines had been blocked and the facilities to unblock the lines had not been available. Azcon also reported that they had not been paid for transporting water and, as such, had decided to halt their services.

The project was blocked again in July 2000. In an effort to unblock the project, the Department approved additional funds on 25 October 2005 and construction recommenced in February 2006 when the Nyandeni Local Municipality appointed MSP as a contractor. After the funds had been approved, there was some progress, but the project has since been blocked. It is against this background that decided the researcher decided to conduct a study of this project.
3.6. Conclusion

This chapter discussed the practical steps and activities that were applied in collecting data, regarding the factors affecting housing delivery at Extension 4 Housing Project in Ward 21 of Ngqeleni, under the Nyandeni Local Municipality. The questionnaires were used to collect information. Ethical standards were also discussed. For example, the freedom of choice to participate and the guaranteeing of the participant’s confidentiality.

The locality context of the Nyandeni Local Municipality and the estimated population has been given in this chapter. A brief background of the Extension 4 Housing Project was presented. This included the number of units that were supposed to have been built, the number of contractors who participated in the project and the number of years that the project took.
CHAPTER FOUR

DATA COLLECTION AND INTERPRETATION

4.1 Introduction

This chapter focuses on data collection and analysis. An analysis is done on the basis of the data which has been collected in this study. Details are given in the paragraphs that follow.

4.2 Data collection procedure

Data has been collected through questionnaires (see appendix 1). The questionnaires were hand-delivered and collected by the researcher to 40 subjects residing in Extension 4.

All 40 questionnaires were completed and returned. This represents a 100 percent response rate. Data relating to questionnaires was therefore collected from a sample of 40 respondents emanating from a population of 420 residents of the Extension 4 Housing Project in Ward 21 of Ngqeleni.

4.3 Data analysis

The aforementioned data has been analyzed through a statistical analysis system (SAS). The programme is very advanced and accurate. The results of the analysis are given below.
4. 4 Awareness of the party responsible for providing houses

When the respondents were asked who was responsible for providing houses in their area, the following data was obtained.

Table 1:

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>27</td>
<td>67.5%</td>
<td>67.5%</td>
</tr>
<tr>
<td>No</td>
<td>13</td>
<td>32.5%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Table 1: and figure 1: above illustrate clearly that, 27 out of 40 respondents, 67.5% said they knew who was responsible for the housing development in their area. 32.5% said they did not know. It seems therefore that some of those respondents did not have enough information. They were probably not consulted when the housing project was initiated.
4. 5 Responses relating to the name of the party responsible for providing houses

Table 2:

<table>
<thead>
<tr>
<th>Responsible person</th>
<th>Frequency</th>
<th>Percentage</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Housing</td>
<td>7</td>
<td>23,3</td>
<td>23.3%</td>
</tr>
<tr>
<td>Local municipality</td>
<td>15</td>
<td>50</td>
<td>73.3%</td>
</tr>
<tr>
<td>Tribal authority</td>
<td>3</td>
<td>10</td>
<td>83.3%</td>
</tr>
<tr>
<td>Department of Land Affairs</td>
<td>5</td>
<td>16.7</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

If yes, who is responsible for providing houses in your area?

Figure 2:

Based on the above table 2: and figure 2: it can safely be concluded that the Nyandeni Local Municipality is regarded as being responsible for providing houses. 50% of the respondents, indicated that the local municipality was responsible for the provision of houses, whereas 23% chose the Department of Housing, 16.7% indicated that it was the Department of Land Affairs, and 10% said, it was the Tribal authority. None indicated otherwise.
4.6 The waiting period for recipients of houses

When the respondents were asked how long the waiting period between applying for and getting a house was, the following data was obtained.

Table 3:

<table>
<thead>
<tr>
<th>Period</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two years</td>
<td>8</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Three years</td>
<td>11</td>
<td>27.5%</td>
<td>47.5%</td>
</tr>
<tr>
<td>Four years</td>
<td>17</td>
<td>42.5%</td>
<td>90%</td>
</tr>
<tr>
<td>Five years</td>
<td>2</td>
<td>5%</td>
<td>95%</td>
</tr>
<tr>
<td>Above five years</td>
<td>2</td>
<td>5%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

What was the waiting period before getting your house?

![Pie chart showing waiting periods]

Figure 3: Table 3: and figure 3: above show clearly that many of the respondents, 42.5% waited for more than four years to get their houses ready, whereas 27.5% took three years. 20% waited at least two years, 5% indicated five years, and another 5% said more than five years. Based on the information above, one can conclude that the waiting period for almost all the beneficiaries, who had already occupied houses, was abnormal.
4. 7 Perceptions about the waiting period

The research shows that there are different perceptions about the waiting period. The responses are indicated below.

Table 4:

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>36</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>No</td>
<td>4</td>
<td>10%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Figure 4: 

Table 4: and figure 4: show clearly that the majority of the respondents, 90% agreed that it took them a long time to get their houses, whereas only 10% seemed to have no problem with the waiting period.
4. 8 Causes of the delay in the provision of houses

Table 5:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delayed by the municipality</td>
<td>4</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Delayed by the contractor</td>
<td>23</td>
<td>57.5%</td>
<td>67.5%</td>
</tr>
<tr>
<td>Houses were incomplete</td>
<td>3</td>
<td>7.5%</td>
<td>75%</td>
</tr>
<tr>
<td>Houses were vandalized</td>
<td>10</td>
<td>25%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

If yes, why do you think it took so long to get a house?

![Pie chart showing reasons for delay]

Figure 5:
The responses above suggest that the delays in the Extension 4 Housing Project were mostly caused by the contractor. This is shown in table 5: and figure 5: above. The respondents indicated as follows;

Fifty-seven comma five % pointed to the contractor, while 25% believed that the delays were caused by vandalism. At least 10% blamed the local municipality and 7.5% indicated that the reason for them not getting their houses in good time was that their houses were incomplete. Based on the information above, it is clear that almost all the factors mentioned in table 4.7.1 contributed to the reasons that caused the beneficiaries to wait so long to get their houses.
4.9 The state of the houses when they were occupied

When the respondents were asked if they waited for the building of their houses to be completed before occupying them, the following responses were obtained.

Table 6:

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>No</td>
<td>28</td>
<td>70%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Did you wait for the house to be finished before you occupy it?

Table 6: and figure 6: indicate that 70% did not wait for their houses to be finished before occupying them. Only 30% waited for their houses to be completed before occupation. Therefore, one can conclude that the beneficiaries were impatient with the unnecessary delays and decided to occupy their houses before they were given permission to do so.
4. 10 Reasons for premature occupation

The following responses were obtained when the respondents were asked why they decided to occupy houses before they were completed.

Table 7:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homelessness</td>
<td>2</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Vandalism</td>
<td>19</td>
<td>47.5%</td>
<td>52.5%</td>
</tr>
<tr>
<td>Illegal occupation</td>
<td>5</td>
<td>12.5%</td>
<td>65%</td>
</tr>
<tr>
<td>Theft</td>
<td>14</td>
<td>35%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

If yes, What made you to occupy it before time?

- Homeliness: 5%
- Vandalism: 47.5%
- Illegal occupation: 12.5%
- Theft: 35%
- Other specify: 0%

Figure 7:

Table 7: and figure 7: above illustrate that there were various reasons which caused people to occupy houses before time. Among those reasons, 47.5% said that they had decided to occupy their houses because of the high rate of vandalism, 35% were forced by theft, 12.5% indicated that illegal occupation was the cause, and 5% were under pressure because of homelessness. This clearly indicates that security measures were not tight, if there were any at all.
4. 11 Problems attributed to the conditions of the occupied houses

The majority of respondents indicated that they had problems with the condition of the occupied houses. This is indicated in the following tables and diagrams.

Table 8:

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>34</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
<td>15%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

Eighty-five % indicated that there were many problems with regards to Extension 4 Housing Project, 15% did not implicate any challenges. But the analysis is very clear that the project is being engulfed with many challenges. This is shown in table 8: and figure 8: above.
4.12 Problems associated with occupied houses ranged from flooding to poor drainage as indicated in the responses tabulated below.

Table 9:

<table>
<thead>
<tr>
<th>Major problems</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flooding</td>
<td>11</td>
<td>27.5%</td>
<td>27.5%</td>
</tr>
<tr>
<td>No water</td>
<td>10</td>
<td>25%</td>
<td>52.5%</td>
</tr>
<tr>
<td>No electricity</td>
<td>5</td>
<td>12.5%</td>
<td>65%</td>
</tr>
<tr>
<td>Drainage</td>
<td>14</td>
<td>35%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 9:

The problem of drainage seems to be the most handicapping factor as 35% indicated this, while 27.5% cited flooding, 25% complained about non-installation of water and 12.5% about electricity. In terms of the Constitution of the Republic of South Africa some of these problems are basic needs which people are entitled to. This means, therefore, that the beneficiaries were failed by the service provider.
4.13 Assistance towards problems associated with occupied houses

When the respondents were asked if they were able to get assistance with regard to the problems associated with occupied houses, the following data was obtained.

Table 10:

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22</td>
<td>55%</td>
<td>55%</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
<td>45%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Fifty-five percent agreed that they had received assistance, whereas 45% disagreed. Based on the table above, one can conclude that the majority confirmed that they did get assistance, but that assistance might not be enjoyed by many.
4. 14 Data relating to the sources of assistance emerged as follows:

**Table 11:**

<table>
<thead>
<tr>
<th>Responsible person</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Municipality</td>
<td>18</td>
<td>45%</td>
<td>45%</td>
</tr>
<tr>
<td>Department of Housing</td>
<td>13</td>
<td>32.5%</td>
<td>77.5</td>
</tr>
<tr>
<td>District Municipality</td>
<td>8</td>
<td>20%</td>
<td>97.5</td>
</tr>
<tr>
<td>Trained local people</td>
<td>1</td>
<td>2.5%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Who assist you with regard to your housing problems?

![Pie chart showing the distribution of assistance providers.](chart)

**Figure 11:**

**Table 11: and figure 11:** show that the majority of the participants have full confidence in their local municipality, though it is clear that this assistance is not enough. The participants responded as follows; 45.5% indicated that their local municipality provides assistance; 32.5% chose the Department of Housing, 20% felt strongly that the District Municipality still had a role to play and the remaining 2.5% believed that the local people should or do help. This suggests that most beneficiaries are not sure exactly who is supposed to help them.
4. 15 Levels of satisfaction about the quality of delivered houses

When the respondents were asked how they felt about the quality of delivered houses, the following data was obtained.

Table 12:

<table>
<thead>
<tr>
<th>Feelings</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very happy</td>
<td>0</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Happy</td>
<td>9</td>
<td>22.5%</td>
<td>22.5%</td>
</tr>
<tr>
<td>Not happy</td>
<td>31</td>
<td>77.5%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

How do you feel about the quality of your house?

Figure 12:

Table 12: and figure 12: above indicate that the majority of the participants, 77.5% were not happy with the quality of the services rendered to them. While 22.5% seemed to be partially happy. It is clear though, that the quality of houses in the Extension 4 Housing Project is not acceptable to most of the beneficiaries.
4. 16 The expectations of respondents

It appears that the expectations of the respondents were not met. When asked if their expectations had been met, the following data was obtained.

Table 13

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not met</td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Met</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Figure 13:

Table 13: and figure 13: above reflect that all the respondents agreed that their expectations were not met. This means that they are not happy with the service rendered to them. One may conclude that some of the principles of good governance were violated in this housing project.
4. 17 Details relating to the expectations of respondents

The specific details relating to the expectations of respondents are specified in the following table and diagram in conjunction with the relevant statistics.

**Table 14:**

<table>
<thead>
<tr>
<th>Expectations</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacitated with skills</td>
<td>18</td>
<td>45%</td>
<td>45%</td>
</tr>
<tr>
<td>To get houses in time</td>
<td>8</td>
<td>20%</td>
<td>65%</td>
</tr>
<tr>
<td>To get houses in good condition</td>
<td>11</td>
<td>27.5%</td>
<td>92.5</td>
</tr>
<tr>
<td>To be involved in the project from the beginning</td>
<td>3</td>
<td>7.5%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>40</strong></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Figure 14**

*Table 14: and figure 14:* indicate that 45% were hoping that during housing project implementation they would acquire skills so as to enable them to manage some of the housing-related challenges they may face in future. Twenty-seven % were expecting to get their houses in good condition, 20% were hoping to get them in time and 7.5% hoped to be part of the project and participate in all the activities from the beginning, so as to get the sense of ownership, but all in vain.
4.18 Proposed solutions to problems associated with housing delivery in the Extension 4 Housing Project

4.15:

<table>
<thead>
<tr>
<th>To be done</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>More funding</td>
<td>4</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Full participation of local people</td>
<td>9</td>
<td>22.5%</td>
<td>32.5%</td>
</tr>
<tr>
<td>Proper planning</td>
<td>17</td>
<td>42.5%</td>
<td>75%</td>
</tr>
<tr>
<td>Proper monitoring &amp; evaluation</td>
<td>10</td>
<td>25%</td>
<td>100%</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

What do you think can be done in order to improve housing delivery in your area?

![Pie chart showing percentages for suggested solutions]

Figure 15:

Table 15: and figure 15: above reflect some of the suggestions of the participants in order to improve housing delivery in Extension 4 Housing Project. Table 4.15.1 and figure 4.15.1 above indicate that the majority, 42% suggested that proper planning is the key aspect, whereas 25% suggested that proper monitoring and evaluation could be the best tool to improve housing delivery in Extension 4. 22.5% believe that community participation should also be taken into consideration and 10% suggested that the project needed more funding.
4.19 Conclusion

This chapter sought the views of the people about the factors affecting housing delivery in Extension 4. It is clear from the responses given the people, that people are hands on with the project. They also know what can be done to speed up the timeous completion of houses. The informants pointed out that the people were not happy with the quality of the work when the houses were built. The building process was very slow. They cited predicaments that slowed down the building process. These included vandalism, theft, flooding and a lack of water during the building process.

People also became impatient and occupied houses before they were completed, accusing the contractors for delays in building. Regarding the assistance to overcome housing problems, reactions were mixed. Some pointed out that little help had been offered by the local municipality. The respondents also offered some views on the improvement of housing delivery, including, inter alia, proper planning and proper monitoring and evaluation.
CHAPTER FIVE

RECOMMENDATIONS AND CONCLUSION

5.1 Introduction
The previous chapter has indicated that there are certain challenges that affect the processes of housing delivery in the Eastern Cape. This is indicated by the findings of the research conducted in the Extension 4 Housing Project in ward 21 of Nyandeni municipality.

This chapter focuses on the recommendations relating to the findings. A conclusion is also presented.

5.2 findings and recommendations

Noting that the residents of Ward 21 of the Nyandeni Local Municipality in Ngqeleni were not given sufficient opportunity to participate in the housing project and subsequently did not have adequate knowledge about the project, public participation in housing projects should be enhanced in the planning and implementation of housing development. Hence, people should be given a chance to articulate clearly their needs, aspirations, demands and interests.

In addition to the dissatisfaction expressed about the huge housing backlog, poor and disadvantaged people are still congested in one bed-roomed houses. Therefore the government should expedite the process of building more decent and spacious houses. Municipalities should play a bigger role in the planning, development and implementation of housing projects. Creation and promotion of job opportunities and the enhancement of training opportunities, skills development, identification of talent, before and during implementation processes, should be the priority to promote black empowerment programmes for the effectiveness and efficiency of infrastructure and housing delivery.
Public participation should be enhanced by engaging all the stakeholders in community projects. Community forums can play a crucial role in this regard. In order to facilitate community empowerment and sustainable development, there should be strengthening of the institutional capacity in local government. This can improve productivity and the quality of housing development.

Financial and technical resources should be made available to ensure long-term sustainability of this infrastructure and that decent housing settlements are put in place. The findings of the research indicate that, the local municipality relies on external expertise of contractors, and therefore, the municipality must ensure that service providers who are contracted to provide technical or specialized services, should transfer their skills to the local people. In order to minimise vandalism and theft, and develop a sense of ownership of assets, such as home ownership, should be promoted.

A code of conduct for the public service should be part of the regulations for every public servant. New laws to fight corruption such as the Promotion of Access to Information Act (PFMA) and the Anti-corruption Bill should be made accessible. The South African Police Services and the National Directorate of Public Prosecutions should not underestimate the levels of corruption in the public service. They should act or deal accordingly against those corrupt officials. These people must be brought to the courts because they undermine freedom and democracy. Communication between the local municipality and the beneficiaries of Extension 4 Housing Project should be improved through community meetings, and establishing housing communication centres.
5.3 Conclusion

Considering the constitutional requirements and legislation relating to the provision of housing and basic needs like electricity, clean water and sanitation, decent houses, access to roads and infrastructure, it appears that the government has not fully accomplished its objectives. This is a huge challenge. There are many factors that affect service delivery, particularly at local levels of governance, like the lack of capacity to monitor and evaluate service delivery.

The management of local municipalities should play a leading role in making sure that the proper planning, procurement process, commitment, monitoring and control measures are put in place. The tensions between the elected politicians and appointed administrators or officials should be well-managed, because they have a negative impact on service delivery.

In order to achieve this, the local municipalities must make sure that all the stakeholders are part and parcel of service delivery. Housing development should now focus on the areas, that were neglected in the past, particularly the rural areas where most people are poor and vulnerable.

Gaps have arisen between the introduction of new policy measures, legislation, guidelines and procedures and their application, including a lack of institutional coherence around key aspects, such as the introduction of beneficiaries contributions. In some instances severe disruptions have been caused by policy shifts and the uneven application of policy. It has been acknowledged that the introduction of policy changes or amendments may cause slow-downs in delivery as the changes are implemented and systems developed. The subsequent alignment resulting from revisions to housing policy and legislation may lead to uneven expenditure patterns.
The uneven implementation of policies in different provinces may result in the inadequate enforcement of policy directives at local government. Uneven capacity has also had an impact on housing delivery. Capacity constraints exist at all levels of government, but have been experienced most acutely at the local government level. The ability of local government to facilitate housing development is threatened by a lack of capacity, innovative planning principles, monitoring, non-availability of land and infrastructure, and a dedicated and committed group of contractors and government officials.

The Constitution of the Republic of South Africa, 1996 requires that the municipalities should ensure that the machinery of government, especially local government, discharges its responsibilities effectively and efficiently, honouring the precepts of the Batho Pele principles.

The Local government elections are an important milestone for South Africans. They provide an excellent opportunity for the newly elected councillors to fulfil their mandate to the best of their abilities and to deliver quality services and promote development to improve the lives of all South Africans. Corruption and financial maladministration can result in a very negative perception of councillors and municipalities. All the structures of local municipalities, the political arm, the administration and other levels of government need to conduct the financial activities of the municipalities in a professional, open, transparent and accountable way for the smooth running of all the activities and programmes of local municipalities.
5.4 BIBLIOGRAPHY


http://www.queensu.ca/msp/pages/project.


Appendix 1

Questionnaire

1. Questionnaire administered to the beneficiaries and prospective beneficiaries of houses in the Extension 4 Housing Project in Ngqeleni.

Please put an “X” in the appropriate box.

1.1 Do you know who is responsible for providing houses in your area?

   a) Yes □

   b) No □

1.2 If yes, who is responsible?

   a) Department of Housing □

   b) Local Municipality □

   c) Tribal Authority □

   d) Department of Land Affairs □

   e) Other specify □
1.3 What was the waiting period before getting your house?

a) Two years □

b) Three years □

c) Four years □

d) Five years □

e) Above five years □

1.4 Do you think it took long to get the house?

a) Yes □

b) No □

1.5 If yes, why do think it took so long?

a) Delayed by the municipality □

b) Delayed by the contractor □

c) Houses were incomplete □

d) Houses were vandalized □

e) Other specify □
1.6 Did you wait for your house to be finished before you occupied it?
   a) Yes □
   b) No □

1.7 What made you occupy it before time?
   a) Homelessness □
   b) Vandalism □
   c) Illegal occupation □
   d) Theft □
   e) Other specify □

1.8. Do you have any problems with your current house?
   a) Yes □
   b) No □
1.9 If yes, what are the major problems you are facing with your current house?

a) Flooding  □

b) No water  □

c) No electricity  □

d) Drainage  □

e) Other specify  □

1.10 Do you get any assistance with regards to your housing problems?

a) Yes  □

b) No  □

1.11 Who assists you with regards to your housing problems?

a) Local municipality  □

b) Department of Housing  □

c) Trained local people  □

d) Other specify  □
1.12 How do you feel about the quality of your house?
   a) Very happy  
   b) Happy  
   c) Not happy  
   d) Other specify  

1.13 Were your expectations met?
   a) Yes  
   b) No  

1.14 What were your expectations?
   a) To be capacitated with skills.  
   b) To get your houses in good time.  
   c) To get your houses in good condition.  
   d) To be involved in the project from the beginning  
   e) Other specify  

1.15 What do you think can be done in order to improve housing delivery in your area?

a) More funding needed

b) Full participation of the local people.

c) Proper Planning

d) Proper monitoring and evaluation.

e) Other specify
REQUEST FOR PERMISSION TO UNDERTAKE RESEARCH

To: The Municipal Manager of the Nyandeni Local Municipality

From: L. Madzidzela

Date: 03 September 2008

Subject: Request for permission to conduct a research

Dear Sir/Madam

Request for Permission to Conduct a Research

I am currently enrolled at the Nelson Mandela Metro University (NMMU) for Masters in Public Administration (MPA). My studies include a research treatise. Subsequently, I would like to conduct a research in your municipality. The title of my research is: An investigation into the factors affecting housing delivery at Extension 4 in Ngqeleni (Ward 21).

I request your permission to allow me to conduct a study of your municipality. The participation of respondents will be voluntary. If the participants choose not to take part, they have a right to withdraw at any time, during the study without any fear, penalty or loss of benefits. The identity of the participants will be confidential and no identifying information will be included in the final research report.

Should you require any further information feel free to contact me.

I thank you.

Yours truly

L. Madzidzela (Researcher)
Appendix 3

INVITATION TO PARTICIPATE IN THE STUDY

To: Participants
From: L. Madzidzela
Date: 04 September 2008

Dear Sir/Madam

Re: Invitation to participate in the study

I am currently pursuing my Masters Degree in Public Administration (MPA) at the Nelson Mandela Metro University. I am busy conducting a study on factors affecting housing delivery at Ward 21 Extension 4 Ngqeleni.

I kindly request you to complete the attached questionnaire.

The questionnaire has two sections, Sections A and B. Section A deals with personal particulars and Section B deals with questions based on the Extension 4 Housing Project.

Please be assured that the information given will be treated confidential. Your name is not required on the questionnaire and your participation is voluntary.

I thank you.

Yours truly,

L. Madzidzela (Researcher)
Appendix 4

No.58 Hurd Street
Newton Park
6045

SUBJECT : Editing of research document

To whom it may concern

I, James G.N. Hattle, hereby declare that I have thoroughly edited the Treatise for Mr L. Madzidzela entitled: THE NYANDENI LOCAL MUNICIPALITY HOUSING DEVELOPMENT PROJECT to the best of my ability.

Yours faithfully

J.G.N. Hattle

Cont No. 041-364 1349
Appendix 5

4.33 A true reflection of extension 4 housing project

Picture 1
The picture shows Extension-4 Housing project in Ngqeleni
Picture 2
This picture shows that the roof, windows, water and plumbing are not complete.
Picture 3
The above picture shows that roof and windows not finished.
Picture 4

This picture shows that the roof needs to be cut and the door is vandalized.
Picture 5
No window-panes, roof needs to be cut and the wall is cracking.
No window-panes, door is vandalized and roof needs attention.
Picture 7

The door is damaged and no window-panes.
Picture 8
No window-panes, water and plumbing not complete.