

**AN EXPLORATION OF THE
PLIGHT
OF HOUSEHOLDS LIVING IN
INFORMAL SETTLEMENTS:
A CASE OF MDANTSANE
TOWNSHIP IN BUFFALO CITY
METROPOLITAN MUNICIPALITY,
SOUTH AFRICA**

January 2020

Andile Sympathy Mshumpela

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TOWNSHIP IN BUFFALO CITY METROPOLITAN
MUNICIPALITY, SOUTH AFRICA**

Andile Sympathy Mshumpela

Submitted in fulfilment of the requirements in respect of the
master's degree

Master of Human Settlements

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in the Faculty of Natural and Agricultural Sciences
at the University of the Free State

Bloemfontein

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Supervisor: Prof Nils Ekelund & Prof Maléne Campbell
Co-supervisor: Mr Thomas Stewart

DECLARATION

I, Andile Sympathy Mshumpela, declare that the master's degree dissertation that I herewith submit for the master's degree qualification *Master of Human Settlements*, at the University of the Free State, is my independent work, and that I have not previously submitted it for a qualification at another institution of higher education.

Andile Sympathy Mshumpela

East London

31 January 2020

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ABSTRACT

Evidence suggested that households who are residing in the Mdantsane informal settlements within the Buffalo City Metropolitan Municipality in South Africa, encounter challenges regarding service delivery. Furthermore, that most of these households lack the basic services and, in some settlements, the following services are inadequately addressed: provision of water on a site-to-site basis; provision of sanitation on a site-to-site basis; electrification of informal settlements; surfacing and or tarring of roads; storm water and drainage systems; and social amenities

The aim of this study was therefore to explore the plight of living conditions of households who are residing in informal settlements in the Mdantsane Township, Buffalo City Metropolitan Municipality, South Africa. An empirical study was conducted using structured questionnaires to obtain the necessary information that was analysed to bring findings and results.

A total of 202 questionnaires were forwarded to randomly selected households in the Mdantsane informal settlements. Ten questionnaires were distributed to officials at the Buffalo City Metropolitan Municipality, who were directly and indirectly involved in Informal settlement upgrading. Four questionnaires were distributed to health workers in four different sampled clinics that serve the informal settlements in Mdantsane. The purpose of interviewing the health workers was to know the diseases that affect the households residing in the informal settlements. Furthermore, three questionnaires were forwarded to policemen in the three police stations in Mdantsane that serve the formal and informal households. The purpose of interviewing the policemen was to know and gather the data of the types of crimes committed in and around the informal settlements of Mdantsane. However, only one policeman completed and responded to the questionnaire and the other two decided not to cooperate with the research.

The key findings included that the majority of the respondents affirmed that the living conditions in the Mdantsane informal settlements we/re not good at all, for instance some of the households reside in old rusty shacks that leak during rainy days, and their shacks and or their roofs are blown by winds during windy and stormy days. Most of the elderly and physically challenged walk to communal toilets and to fetch water.

Some residents are affected by diseases, in many cases as a result of the living conditions in the informal settlements.

It is therefore recommended that:

- The BCMM should consider equipping unemployed youth in the informal settlements with the skills that would enable them to keep fires at bay, as an interim measure before municipal fire fighters can get to the scene .
- The municipality devise alternative means with which to address the issue of providing electricity to the informal settlements in Mdantsane.
- The BCMM should ensure that the informal settlements in its area of jurisdiction are all supplied with skips for disposing of residents' domestic waste.
- The BCMM should improve the collection of waste in the Mdantsane informal settlement. This will also be better facilitated by ensuring that the roads within the informal settlement are surfaced and tarred.
- The BCMM should consider liaising with the Provincial Department of Health to devise ways with which to address the issue of clinics that have inadequate capacity and are therefore unable to attend to patients timeously.
- The BCMM and the Department of Education should collaborate to introduce apprenticeship courses that will provide training to the people in the informal settlements so that they may become certified as electricians, carpenters, plumbers, bricklayers, plasterers, motor mechanics, auto-electricians and information technology technicians.

In conclusion, there should be sufficient co-operation between the accounting officer and the heads of the directorates at the BCMM with the common aim of ensuring that appropriate services are delivered to the households residing in Mdantsane informal settlements. The portfolio committees responsible for human settlements, infrastructure services, and spatial planning and development, need to collaborate in order to ensure that there is synergy in the three directorates that they oversee. These three committees should meet at least once every two months in order to discuss issues related to informal settlements upgrading and human settlement development in general.

Key terms: electrocution; households; human settlements; incremental development; informal settlements; in-situ upgrading; living conditions; shack fires; sustainable development; urbanisation

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ANDILE SYMPATHY MSHUMPELA

EAST LONDON

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ABBREVIATIONS AND ACRONYMS

ANC	African National Congress
BCMM	Buffalo City Metropolitan Municipality
BNG	Breaking New Ground
CBD	Central Business District
CLC	Community Law Centre
DHS	Department of Human Settlements
HiDA	Hangberg In-situ Development Association
IBF	International Boxing Federation
IDP	Integrated Development Plan
IPCC	Intergovernmental Panel on Climate Change
NDP	National Development Plan
PTO	Permission to Occupy
QUAL	Qualitative Methods
QUAN	Quantitative Methods
RDP	Reconstruction and Development Programme
RSA	Republic of South Africa
SAPS	South African Police Service
SDF	Spatial Development Framework
SDG	Sustainable Development Goals
SERI	Socio-Economic Rights Institute of South Africa
SPLUMA	Spatial Planning and Land Use Management Act
SWOT	Strength, Weaknesses, Opportunities and Threats
UISP	Upgrading Informal Settlements Programme
UN	United Nations

Chapter 1 PROBLEM AND ITS SETTING

1.1 INTRODUCTION

This dissertation seeks to explore the plight of households who are residing in informal settlements in the Mdantsane Township within the Buffalo City Metropolitan Municipality (BCMM). The BCMM conducted some studies that identified the informal settlements within its area of jurisdiction. For instance, a study was undertaken in 2002 that focused on the BCMM informal settlements, excluding the nodal areas of Mdantsane and Duncan Village. The informal settlement studies of Mdantsane and Duncan Village were conducted separately from the BCMM study that was conducted in 2002.

1.2 LOCALITY

Harrison, Huchzermeyer and Mayekiso (2003:117) mentioned that there is approximately 45% informal settlements that fall within the spatial framework's accessibility footprint of the cities and towns (the area around nodes and corridors), and only approximately 10% are centrally located. Therefore, it will be a great challenge for the upgrading of informal settlements to strengthen the current pattern of development in the city. The reason being that the upgrading of centrally located informal settlements does not offer an opportunity to change old patterns, as some of these settlements are located on land which has a high risk due to threats of flooding, environmental issues, health risks, unstable land, electrical powerlines or fire risks.

The Mdantsane Local Spatial Development Framework (BCMM, 2013:7) brought up that in 1963, the Mdantsane Township was imagined as a residence 'town', strategically and authoritatively separate from East London on a ranch called 'Umdanzani'. In spite of its apparent advancement as a free urban substance, it is proceeded with practical interrelationships with East London, and an absence of enough capital venture at scale in the 'new town', brought about the improvement of a constrained scope of land use works in Mdantsane. Furthermore, Mdantsane is a South African urban township situated 25 km away from East London and 37 km away from King William's Town in the Eastern Cape province (see Figure 1.1). The name

Mdantsane was derived from a stream that runs from Nahoon River down to the Buffalo River.

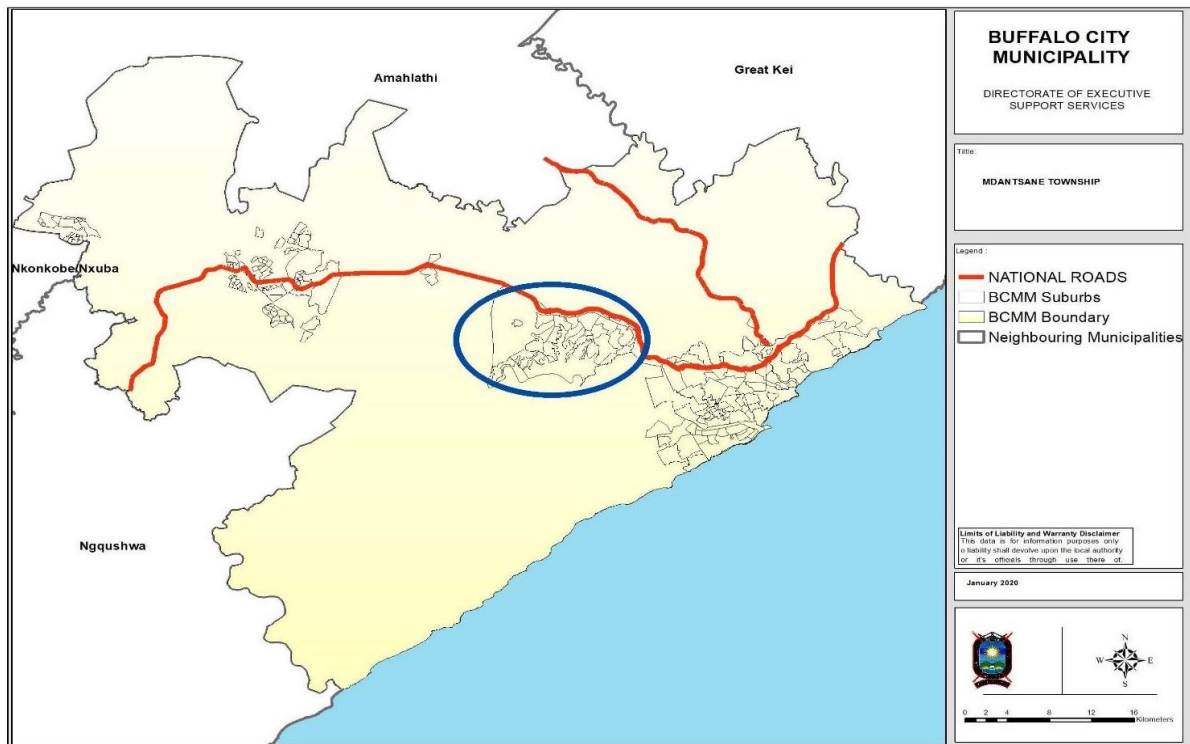


Figure 1.1: Study Area: Mdantsane Township

Source: BCMM (2009)

There are around 154 informal settlements inside the urban edge of the BCMM region. A fabricated domain execution plan that was done to appraise the residence numbers and types over the BCMM, in light of 2008 airborne photos, demonstrated that, inside the urban regions, there are somewhere in the range of 40 500 free-standing informal dwellings, just as around 15 000 backyard shacks; in this way, an aggregate of 55 500 casual homes in the BCMM locale (BCMM, 2011).

A further comparative analysis has been conducted, comparing data sets between 2001 and 2008 which indicated an 8% growth in the number of informal dwellings in BCMM over that period (BCMM, 2011). Over the same period, growth in informal dwellings amounted to around 18%. The interest of land found near economic opportunities could be seen by the formation of unplanned residences fundamentally inside the center of the more prominent East London (Duncan Village, Nompumelelo, Scenery Park and Reeston) and Mdantsane, with littler settlements being related with

townships, for example, Zwelitsha and Dimbaza in the King Williams Town and Bisho territory (BCMM, 2011).

1.3 KEY CONCEPTS

1.3.1 Global warming

On global warming challenges, the Intergovernmental Panel on Climate Change (IPCC, 2018:29) argued that the impacts of climate change are due to multiple environmental drivers, besides rising temperatures, such as rising atmospheric carbon dioxide, shifting rainfall patterns, rising sea levels, increasing ocean acidification, and extreme events such as floods, droughts and heatwaves. For example, changes in rainfall affect the hydrological cycle and water availability. Several impacts depend on atmospheric compositions, for example increasing atmospheric carbon dioxide levels leading to changes in plant productivity, but also ocean acidification. Other impacts are driven by changes in ocean heat content, for example the destabilisation of coastal ice-sheets and sea level.

The informal settlements are vulnerable to climate change, especially during flooding and heatwaves due to their inadequate housing facilities. It is, therefore, critical to define the term 'informal settlement'. Informal settlement can be defined as a specific type of slum, and the key characteristics of informal settlements as places to relate housing units that have been constructed on land that the occupants have no legal claim to or occupy illegally and "where housing is not in compliance with current planning and building regulations" Furthermore, squatter settlements are a specific type of informal settlement:

Settlements established by people who have illegally occupied an area of land and built their houses upon it, usually through self-help processes. Most informal settlements in South Africa could technically be described as squatter settlements (Cirolia, Görgens, Van Donk, Smit & Drimie, 2016:14).

Douglas, Alam, Maghenda, McDonnell, Mclean and Campbell (2008:187) stated that in the large cities of low latitude countries, it is common for most of the low-income population to live in areas at risk from flooding, and this population is most likely to be affected by factors related to climate change. Floods are natural phenomena, but damage and losses from floods are the consequences of human action. Although climate change is driven largely by modernisation and development, all human

activities, including land degradation by poor farmers and grazing flocks, contribute to environmental change. However, on a per capita basis, the poor in Africa are far more the victims of change than contributors to global warming and land degradation. Douglas et al. (2008:188) further stated that “flooding in urban areas is not just related to heavy rainfall and extreme climatic events; it is also related to changes in the built-up areas themselves”.

The impact of climate change drivers often act as a threat and multiplies in that the impacts of climate change compound other drivers of poverty (IPCC, 2018:10-11). Many vulnerable and poor people are dependent on activities such as agriculture that are highly susceptible to temperature increases and variability in precipitation patterns. Even modest changes in rainfall and temperature patterns can push marginalised people into poverty as they lack the means to recover from shocks. Extreme events such as floods, droughts, and heatwaves, especially when they occur in series, can significantly erode poor people’s assets and further undermine their livelihoods in terms of labour productivity, housing, infrastructure, social and networks.

In terms of the eradication of poverty, the IPCC report (2018:10) stated that there is a large and rapidly expanding body of knowledge that explores the connections between climate and poverty. Climatic variability and changes are widely recognised as factors that may exacerbate poverty, particularly in countries and regions where these levels are already high.

1.3.2 Urbanisation

Forstall, Greene and Pick (2004) stated that urbanisation is the growth in the numbers of people living in urban areas such as cities and towns. Furthermore, urbanisation occurs because people migrate from rural areas to urban areas. This phenomenon usually occurs in the developing countries.

The noticeable causes of urbanisation in less economically developed countries are as follows:

- Rural to urban migration is happening on a massive scale due to population pressure and lack of resources areas. These are push factors.
- People living in rural areas are ‘pulled’ to the city and often they believe that the standard of living in urban areas will be much better than those in rural areas.

They are usually wrong. People also hope for well-paid jobs, the greater opportunities to find casual or informal work, better health care and education.

- Natural increase caused by a decrease in death rates, while birth rates remain high.

Tshikotshi (2009:7) stated that an exodus of people from rural areas took place and are now living in towns and cities. Furthermore, the population in urban areas is increasing by approximately 58% per year. A huge number of poor families are living in unsafe, impoverished conditions, and towns and cities are struggling to sufficiently cater to the increasing demands of an escalating urban growth. There is a need for basic engineering services such as water supply and accessibility to town and city centres. The shacks are overcrowded, unemployment and urban poverty have also been growing at an alarming rate.

Urbanisation restricts where floodwaters can go, where large parts of the ground are covered with roofs, roads and pavements, thus obstructing natural channels, and by building drains that ensure that water moves to rivers more rapidly than it did under natural conditions. Large-scale urbanisation and population increases have led to large numbers of people, especially the poor, settling and living in floodplains in and around urban areas. In South Africa, for instance, Soweto-on-Sea near Port Elizabeth and Alexandra in Johannesburg illustrate this point. Duncan Village in East London can also be classified with the aforementioned areas.

Turok and Borel-Saladin (2014:1) argued that urbanisation is an important but contested process because of its far-reaching social, economic and environmental implications. Urbanisation presents considerable challenges and opportunities for low- and middle-income countries. On the other hand, the growing concentration of the world's population in cities, constrained by a lack of financial resources and weak institutional capabilities, poses risks of increasing poverty, insecurity, instability, and environmental degradation. On the other side of the coin, history shows that urbanisation also has the potential to transform socio-economic conditions and reduce human vulnerabilities depending on how well the process is planned and managed.

Turok and Borel-Saladin (2014:4), furthermore, argued that whether people live in shacks or formal housing has a profound impact in their quality of life and vulnerability to flooding, contagious diseases, landslides and other disasters. Protection from

elements, privacy, and security are vital for human survival, dignity and community stability. People living in informal dwellings are most likely to experience hunger, overcrowding and inadequate services. Tenure security can also provide economic assets that can be mobilised to invest in education or enterprises. Hence, housing improvement is important to transform people's material circumstances and future life chances.

As people crowd into African cities, humans have an impact on urban land surfaces and drainage intensity. Even moderate storms now produce quite high flows in rivers because of surface runoff from hard surfaces and drains. Water flowing through a series of culverts and concrete channels cannot adjust to the changes in the frequency of heavy rain, as natural streams do. They are often obstructed by silt and urban debris, particularly when houses are built close to channels. Such situations frequently arise when people build on low-lying floodplains, over swamps or above the tidewater level on the coast (Douglas et al., 2008:188).

Richards, O'Leary and Mutsotsiwa (2006:375) stated that South African cities attract thousands of new residents every year in search of work and a better life. The housing backlog, coupled with a shortage of housing subsidies, means that for many South Africans there is no alternative but to live in informal housing and shack settlements. Informal settlements are therefore here to stay for the next decade and beyond. Given the importance of these residential areas, research needs to be undertaken to determine how to improve the lives of people living in shack settlements. Msindo (2017) stated that there is insufficient housing for the needy in South Africa and to be specific, there is no suitable land close to economic opportunities which is available for the state to build Reconstruction and Development Programme (RDP) houses. Most protests have been taking place across South Africa with housing and land being the main causes of these protests (Msindo, 2017).

1.3.3 Informal settlement growth

Aldrich and Sandhu (1995:18) stated as follows:

Squatter settlements areas clustered by substandard and illegal dwellings. In general, housing in these areas can be characterised as small overcrowded, and substandard. There were over 500 squatter settlements in South Africa with 162 000 substandard dwellings in 1991. The socio-economic status of residents in the squatter settlements is low in terms of occupation and education of residents. These squatter camps not

only provide inexpensive shelters which low-income households can afford but also provide opportunities and information to urban life.

In respect of informal settlements, the South African Cities Network (2002:5) stated as follows:

Informal settlements are growing at an alarming rate throughout the world and their number is projected to double in 25 years (i.e. 2027). The percentage of households living in informal dwelling in South Africa is approximately 23 percentage of the total population and residents of informal settlements constitute between 40 percentage and 60 percentage of labour force in many cities.

Across the nine biggest cities in South Africa, there were approximately million households living in informal settlements in 2001 and despite an impressive housing delivery track record, the absolute number of households living in informal settlements has steadily increased over the last 10 years.

The Housing Act, Act 107 of 1997 (Republic of South Africa [RSA], 1997) states as follows:

The national, provincial and local spheres of government must give priority to the needs of the poor in respect of housing development. The local spheres should consult meaningfully with individuals and communities affected by housing development.

The spheres of government should ensure that housing development provides a wide choice of housing and tenure options as is reasonably possible; ensure that housing development is economically, fiscally, socially and financially affordable and sustainable; ensure that housing development is based on the integrated development planning and is administered in a transparent, accountable and equitable manner that upholds the practice of good governance.

The BNG policy (RSA NHS, 2004) states as follows:

There is a need to respond positively and proactively to the processes of informal housing development which are taking place across the country. A more responsive state-assisted housing policy coupled to delivery at scale is expected to decrease the formation of informal settlements over time. There is however a need to acknowledge the existence of informal settlements and to recognise that the existing housing programme will not secure the upgrading of informal settlements.

There is also a need to shift the official policy response to informal settlements from one of conflict or neglect, to one integration and cooperation, leading to the stabilization and integration of these areas into the broader urban fabric.

1.3.4 In-situ upgrading

Huchzermeyer (2009) stated that settlement upgrading calls for a paradigm shift in relation to informal settlement intervention. Various national political dynamics and shifts led to a growing consensus on the need to develop this new paradigm. These were reinforced internationally by initiative response to the United Nations Millennium Development Declaration addressed at reducing poverty globally (reference?). The new human settlements plan adopted a phased in-situ upgrading approach to informal settlements, in line with international best practices. Thus, the plan supported the eradication of informal settlements through in-situ upgrading in desired locations, coupled to the relocation of households where development is not possible or desirable (RSA DHS, 2004:18).

Douglas et al. (2008:187) stated that poor communities often live in urban areas. Many build their homes and grow their food on river floodplains in towns and cities. Others construct their shelters on steep, unstable hillsides or along the foreshore on former mangrove swamps or tidal flats. People suffering from these poor conditions may find their difficulties compounded by the consequences of climate change.

1.3.5 Property rights

Delport (2014:2) stated that in common law, immovable property comprises the following aspects:

- Professionally surveyed land with approved general plans, including the surface oil, the minerals such as gold, coal, and clay, as well as surface and subsurface water.
- Everything attached to the soil by natural means such as plants, trees and crops.
- Permanent improvements to land such as buildings, high-rise flats and dams, together with objects, are permanently affixed to these improvements.

Harrison et al. (2003:232) argued that the countries that have a more consistent public law approach to property rights, usually associate the notion of the social function of the property with that of public interest. To enable the state to intervene in the process of land use acquisition by assuming the instrumental nature of law, such studies also fail to raise several significant questions and to explain the central role of law in the

urbanisation process. Comprised with the scope of liberal legalism, even though within redefined boundaries, such studies tend to share the same positivism and formalism as those oriented by a positivism approach in they also consider the law as an objective, self-contained system.

Harrison et al. (2003:232) furthermore argued that the positivism and liberal legalism also failed to question the nature of the state action in the urbanisation process, viewing the state as a neutral agent in charge of protecting the 'public interest' and 'social welfare'. As a result, there is no critical understanding of the politico-economic dynamic of the urbanisation process. The studies tend to reveal an exclusive concern with the official city, ignoring the 'illegal city' where most of the population live, daily re-inventing their social practices in response to the exclusionary legal system. The typical example is shanty towns, favelas, barrios, and other types that one will not find in most urban legal studies.

1.3.6 Integrated urban development

Khan and Thring (2003:243) stated that in the absence of coordination in other spheres, local government has become the *de facto* agent responsible for coordination across sectors. A series of factors constrain the ability of local government to drive an integrated urban development agenda, namely:

- Local delivery objectives are to a great extent predetermined by the availability of national or provincial funding programmes.
- Housing delivery in areas that are well located generally requires the provision of more expensive products to address NIMBY (not in my back yard), which most local authorities are unable to afford.
- Lack of institutional approaches to coordination and weak vertical and horizontal systems of alignment between line functions within local authorities, compound sectoral fragmentation and unintegrated implementation.
- The skills and resources required for coordination are lacking among local authorities, including strategic planning, financial planning, facilitation and conflict resolution(Khan and Thring 2003:243)

Multiple sector planning requirements imposed on local government by legislation and regulation emanating from other spheres – over which local government has little say – deepen the problem of sectoral fragmentation.

1.3.7 Electrification

The BCMM is currently in a drive to prioritise the electrification of informal settlements that are categorised for in-situ upgrading and which are planned and or surveyed. The prioritised informal settlements are also part of a BCMM informal settlement study within the urban edge. Therefore, this dissertation will attempt to unpack the challenges encountered by households who are residing in informal settlements. For instance, in the *Groundup* newspaper, Ndevu (2016) stated as follows:

Residents living in formal homes have electricity connections. However, their neighbours living in shacks do not. And there is growing tension between the two sets of residents, because the people living in shacks use illegal electricity connections which cause power outages for the people living in formal homes.

The residents in formal homes ... [stated] that illegal connections often cause damage because of constant tripping [of plugs].

Ndevu (2016) also stated that:

Families who are residing in informal settlements say they sometimes go for months without electricity due to illegal electricity by informal settlements families. However, the residents in formal homes realise that the best solution to their problems is for those living in shacks to be properly connected.

The physical clashes between the households that reside in informal settlements and formal houses resulted in the BCMM taking a decision regarding electrification of shacks. The BCMM (2012:2) confirmed that the energy committee at its last meeting held in July 2012 resolved as follows regarding the criteria for prioritising the installation of electricity in informal settlements:

- First Priority “Phase 1” must be allocated to those informal settlements that meet the Department of Energy’s requirements and have less than 10 erven to be relocated.
- Second priority “Phase 2” must be allocated to areas targeted for planned relocation of supernumeraries/undevelopable clusters and areas for temporary shelters that are readily occupied to be fully developed in the future.

- Third Priority “Phase 3” must be allocated to areas with greenfields but targeted for relocation of informal settlements, planned and able to be pegged and other services near, with the houses still in the planning stages.

Ndevu (2016) mentioned that a member of the community who resides in a formal house adjacent to informal settlements, complained that ever since she came to stay in that area some three years previously, there has been no electricity connection for the informal settlements, so they had a difficult life. The member further mentioned that the ward councillor has been approached on many occasions about this serious issue. This makes the households who are residing in informal settlements and those who come from brick and mortar houses (formal houses) clash with each other because of the illegal connections of electricity that damage the electrical appliances of those who reside in formal houses.

In an article in *Dispatchlive*, O'reilly and Dayimani (2017) stated:

Duncan Village Man, age 52, died in a blaze which gutted nine shacks in the morning of the 23 May 2017 and left 18 other residents with nothing but the clothing on their backs. Community leaders who spoke to the Daily Dispatch on the 23rd May 2017 believed the fire might have been started by izinyoka (illegal electricity wires). The poverty-stricken area is riddled with live wires that are not insulated.

Ford (2017:1) further mentioned that 63 lives had been lost in informal settlements due to illegal electricity connections in the BCMM between 2014 and 2017. On Wednesday, 17 June 2017, it is alleged that a 25-year-old man in Mzamomhle was busy trying to connect an illegal wire to a transformer up a pole and was electrocuted and died. Ford (2017:1) went on to state that the informal settlements hardest hit by electrocution deaths was Duncan Village Township which has recorded 20 deaths between 2014 and 2017, followed by Mdantsane Township, which has recorded 10 deaths. The ages of the victims ranged from two years to 48 and most of those who died were male.

Harrison et al. (2003:117) stated as follows about the situation in the Ethekwini Municipality:

A major hinderance to urban spatial transformation along compact city lines is the commitment to upgrading informal settlements where possible. The acceptance of informal settlement upgrading is as a result of a long history of struggle over these

issues in the city, and an acceptance of the importance of existing social networks, a perspective that has been strengthened by escalating impact of AIDS.

1.4 BACKGROUND OF MDANTSANE (THE STUDY AREA)

Boxing as a sport in Mdantsane is used by those that are excelling in playing the sport as one intervention in improving their livelihood conditions. Although the township is one of the poorest in South Africa, the Mdantsane boxers have made names for themselves by putting the Mdantsane Township on the world map. Furthermore, by excelling in what they love most, some boxers made thousands and some millions of rand from the sport of boxing. In other words, they managed to alleviate poverty from their households due to this most loved sport in Mdantsane.

The BCMM is one of the poorest metropolises in South Africa and the townships around it are even poorer, yet this tiny part of South Africa has produced some of the country's – and the world's – greatest boxing champions. When Vuyani "The Beast" Bungu defeated Kennedy McKinney of the United States of America of his International Boxing Federation (IBF), it was called an "upset of the year". Welcome "Hawk" Ncita, also a former IBF champion; Simphiwe Vetyeka defeated Chris John from Indonesia to win the World Boxing Association belt; Zolani Tete knocked out Juan Carlos Sanchez to win the IBF Junior Bantam weight title eliminator.

Magasela (2019) stated that Zolani "Last Born" Tete will receive a wind fall of 75% of the R4,3 million purse after his WBO bantamweight fight with Johnriel Casimero on the 30 November 2019 winning or losing the fight. Zolani Tete was subsequently dethroned from his World Boxing Association Bantamweight Championship belt by stoppage in the third round by John Riel Casemero on the 30 November 2019. Zolani Tete netted around R3,2 million for his fight with John Riel Casimero.

As far as the geographical and spatial area of Mdantsane, the Mdantsane Local Spatial Development Framework (BCMM, 2013:7) referenced that their area, together with the undulating and divided nature of the territory whereupon the township was designed and the particular spatial ideas embraced in the structure of the region, has brought about a urban domain which forces numerous social and financial expenses on its inhabitant populace. In particular, the accompanying key advancement issues are noted:

- Estimates dependent on ongoing financial reviews in the zone, joined with an itemized check of formal and informal houses, showed that the complete populace of the territory is probably going to be in the order of 250 000 people.
- Acceptance of these figures shows that, for the size of the zone, the real populace densities are generally low, with a gross density of 27 individuals for each hectare or under 10 dwelling units for every hectare
- While actual population concentrates (net densities) are above than this per individual zonal subarea, the overall mode of development in Mdantsane and Potsdam has been expansive and suburban in nature. (Potsdam is a peri-urban area which is 2 km away from Mdantsane and is a buffer between Mdantsane and the town of Berlin near King Williams Town in BCMM in the Eastern Cape.)
- This fact aligns with the fact that most of the population fall within the lower income brackets and have little or no disposable income. This means that thresholds for economic activity in the area are relatively poor. This has resulted in a high rate of business failures and, relative to the size of the total threshold. The challenge is that residents have no income that can sustain the booming of businesses with the Mdantsane hence the failure of some of the businesses.
- The above situation is additionally exacerbated by the way that, with regards to the lower salary nature of the populace, moderately not many individuals approach private methods of transport and most depend on public transport to transfer them to territories where merchandise, administrations and business may be better gotten to. Verifiably, these areas have generally been in East London (Mdantsane Local Spatial Development Framework BCMM, 2013:7)

In synopsis, individuals living in Mdantsane and Potsdam are hindered by a situation that, overlooking their socio-economic conditions, speaks to a productive urban game plan: a rambling, overwhelmingly residential suburban area with poor access and linkages to different regions where higher-request merchandise and ventures and monetary open doors may be all the more viably got. In addition, of note is the way that advancement in Mdantsane was overwhelmingly state supported and completed as far as the Townships Regulations, R293 of 1962. This implies practically all current housing stock, just as a large number of the bigger business or business structures found in the Mdantsane town focus were worked by the state for the individuals of

Mdantsane. Generally, minimal dynamic improvement has happened in the area. To put it plainly, land and subsidizing for the improvement of houses perceived, as a rule, to be seen as assets to be provided by the state.

1.4 PURPOSE OF THE STUDY

The purpose of this dissertation was to explore the living conditions of the households who are residing in informal settlements in Mdantsane Township within BCMM, South Africa. After having investigated their plight and identified the challenges that they are confronted with, this dissertation will propose recommendations to deal with the identified challenges.

1.5 PROBLEM STATEMENT

The households who are residing in informal settlements are confronted with challenges such as lack of service delivery such as lack of electricity, water, sanitation, sewerage, roads, storm water and social amenities. The informal settlement inhabitants are also confronted with issues such as diseases due to their exposure to health hazards in the areas they have located themselves in. The families who are residing in informal settlements are also vulnerable to criminal activities due to their unsafe informal houses and environment. The informal settlement inhabitants are vulnerable to losing lives through shack fires and electrocution where mostly children are victims.

1.6 HYPOTHESES AND RESEARCH QUESTIONS

- **Hypothesis 1:** The families who are residing in informal settlements have challenges in obtaining delivery of services such as electricity, water, sanitation, sewerage, roads and storm water.
- **Hypothesis 2:** The families who are residing in informal settlements are susceptible to different kinds of diseases due to the hazardous areas they have located themselves in. Most people living in informal settlements have no formal jobs.

The following research questions were formulated to be addressed by the study:

1. How large is the threat of fires in the Mdantsane informal settlements?

2. What is the extent of the lack of service delivery (electricity, water, sanitation, sewerage, roads, storm water and refuse removal) in the Mdantsane informal settlements?
3. What is the level of safety for residents in the informal settlements of Mdantsane Township?
4. What is the extent of progress that has been made with regards to the formalisation of the settlements; a prerequisite for the provision of subsidy houses?
5. What is the extent and prevalence of diseases within households, of those residing within informal settlements in Mdantsane?
6. What is the general rate of unemployment amongst people who are living in the Mdantsane Informal Settlements?

1.7 RESEARCH METHODS

The research methodology used was that of a descriptive survey type. The primary data for the research was the opinion of respondents. The data was gathered through the application of structured questionnaires. The questionnaires were designed in line with the problem statement, the hypotheses and the reviewed literature. The questionnaires were distributed to the respondents residing at the following informal settlements (Table 1.1).

Table 1.1: Distribution of questionnaire to sampled informal settlements

NAME OF INFORMAL SETTLEMENTS	WARD NUMBER	SAMPLE PER INFORMAL SETTLEMENT
1. HANI PARK	11	10
2. HLALANI	11	10
3. PHOLA PARK	11	10
4. RAMAPHOSA	11	10
5. DUMANOKWE A	11	11
6. DALUXOLO	11	11
7. NKOMPONI	12	10
8. DACAWA	12	10
9. MATHEMBA VUSO	17	10
10. MASIBULELE	17	10

NAME OF INFORMAL SETTLEMENTS	WARD NUMBER	SAMPLE PER INFORMAL SETTLEMENT
11. NGIDI PARK	20	10
12. MATSHENI PARK	20	10
13. KHAYELITSHA	20	10
14. EMPILISWENI	20	10
15. EKUPHUMLENI	20	10
16. Z. SOGA 3	21	10
17. NAZO PARK	42	10
18. SISONKE	42	10
19. LILIAN NGOYI	48	10
20. FRANCES MEI	48	10

Source: Author (2019)

The research assessed the following statements through a five-point Likert scale:

- There is a lack of electricity supply in the Mdantsane informal settlements.
- There is a lack of on-site water provision in the Mdantsane informal settlements.
- There is a lack of storm water management systems in the Mdantsane informal settlements.
- There is a lack of onsite sanitation provision in the Mdantsane informal settlements.
- In Mdantsane, households living in informal settlements are susceptible to flooding.
- In Mdantsane, households living in informal settlements are susceptible to electrocution.
- Households living in the Mdantsane informal settlements are vulnerable to diseases due to the poor living conditions they are exposed to.
- Households living in the Mdantsane informal settlements face challenges regarding the collection of solid waste.
- The shacks in the Mdantsane informal settlements are affected by fires.
- The shacks in the Mdantsane informal settlements are blown away and destroyed by winds and storms.

- The condition of the shacks in the Mdantsane informal settlements is deteriorating and are leaking during rainy days.

The research was not only limited to the households who are residing in the informal settlements. The questionnaires were also distributed to the following relevant BCMM departments as mentioned in Table 1.2.

Table 1.2: Distribution of structured questionnaires to relevant BCMM departments

NAME OF DEPARTMENT	NUMBER OF SURVEY QUESTIONNAIRES COMPLETED
Development Planning (Land Surveying Division)	1
Development Planning (City and Regional Planning Division)	1
Housing Planning and Strategy (Beneficiary Management)	1
Housing Delivery and Implementation (Technical and Housing Implementation Division)	1
Roads, Storm water and Projects (Storm Water Management Division)	1
Electricity Department	1
Water and Sanitation (Water Division)	1
Water and Sanitation (Sanitation Division)	1
Solid Waste	1
Roads, Storm Water and Projects (Roads Division)	1

Source: Author (2019)

The structured questionnaires for BCMM officials were developed and structured in a manner that each department official could respond to the information relevant to his or her department. Each department has a role in dealing with the challenges of informal settlements.

The purpose of distributing the questionnaire to these departments was to obtain information in relation to the municipal services rendered to the citizens of Mdantsane informal settlements to establish whether they are provided or not by BCMM.

The questionnaires were the also distributed to the sampled clinics of Mdantsane. The purpose was to determine from clinics which types of diseases occur in the informal settlements due to their environment. The names of clinics and ward numbers where they are located are contained in Table 1.3.

Table 1.3: Distribution of questionnaires to the sampled Mdantsane Clinics

NAME OF CLINIC	WARD NUMBER	NUMBER OF RESPONDENTS
Philani Clinic, NU1*	12	1
Fezeka Clinic, NU3	17	1
Zingisa Clinic, NU5	11	1
Tembisa Clinic, NU7	20	1

*Neighbourhood Unit

Source: Author (2019)

Furthermore, questionnaires (Appendix 16) were also distributed to three **stations in Mdantsane to determine the types of crimes committed in and around the informal settlements and in Mdantsane at large.**

Table 1.4: Distribution of questionnaires to police stations in Mdantsane Township

NAME AND LOCATION OF POLICE STATION	WARD NUMBER	NUMBER OF RESPONDENTS
Mdantsane Police Station in NU1* Mdantsane	12	0
Vulindlela Police Station in NU12 Mdantsane	17	0
Nyibiba Police Station in NU13 Mdantsane	11	1

*Neighbourhood Unit

Source: Author (2019)

The self-administered questionnaires distributed were voluntary. Some questionnaires were disseminated by email and others were distributed to respondents physically. All the questionnaires were distributed to a sample of BCMM officials who were directly and indirectly involved in human settlement programmes and to the household families who are residing in the sampled informal settlements.

Respondents were required to express their opinions on the statements by crossing an 'X' in the relevant boxes. 5-point Likert scale was used, and the scale was as follows:

- 1= Strongly disagree
- 2= Disagree
- 3= Neutral
- 4= Agree
- 5= Strongly agree

1.8 CHAPTER LAYOUT

This dissertation is divided into seven chapters.

Chapter 1: Problem and its Setting: The introductory chapter highlights the background, key concepts, purpose of the study, problem statement, hypotheses, research questions, and the research methods.

Chapter 2: Review of Related Scholarly Literature on Households Residing in Informal Settlements: The chapter is devoted to a review of related literature (journals, articles, academic books, academic papers and investigated newspaper articles on the subject matter) which focuses on informal settlements and issues and challenges (if any) of households that are residing in informal settlements.

Chapter 3: Analysis and Interpretation of Post-apartheid Housing Policies in South Africa: The chapter deals with analysis and interpretation of Human Settlements related policies.

Chapter 4: Informal Settlement-Related Case Studies: National and International: This chapter discusses different human settlement case studies based on informal settlements in South Africa and international.

Chapter 5: Research Methodology: The chapter deals with the research methodology used, data gathering and sampling, the research population and the data analysis employed.

Chapter 6: Results and Findings: This chapter deals with how the data obtained from the questionnaires is presented, analysed and discussed. The discussions of the outcomes are also presented.

Chapter 7: Conclusions and Recommendations: This chapter deals with the conclusion and recommendations on how best to address the plight of households who reside in informal settlements.

1.9 SUMMARY: RESEARCH ANALYSIS

This chapter has revealed the way in which the information has been gathered. Mainly this chapter introduced and unpacked the real challenges and problems that households in the informal settlements are encountering.

Furthermore, this chapter discussed concepts such as global warming, urbanisation, informal settlement growth, in-situ upgrading, property rights, integrated urban development and electrification. Also, information was cited from investigated local newspaper articles on the subject matter. The work of investigative journalist newspaper articles on experiences of poverty-stricken informal settlements in the BCMM have been taken into cognisance. However, the researcher was fully aware that newspaper sources in some instances are not reliable; hence, the challenges were further explored by the researcher to produce an empirical evidence on the actual issues.

This chapter also provided an outline to the reader of this dissertation. The following chapter will discuss the relevant scholarly literature that discusses various concepts related to human settlements and informal settlements.

Chapter 2

REVIEW OF SCHOLARLY LITERATURE ON HOUSEHOLDS RESIDING IN INFORMAL SETTLEMENTS

2.1 INTRODUCTION

This chapter seeks to discuss the scholarly literature, various human settlement development concepts and dynamics that have a significant impact in dealing with and generally tackling the issues of informal settlements. The following concepts will be discussed in the form of definitions and further expatiate as to how the scholars interpret the informal settlements and other human settlement-related concepts such as sustainable development and sustainable development goals (SDGs), poverty (including absolute poverty, overall poverty and deprivation), strategic planning, crime, and diseases in informal settlements.

2.2 SUSTAINABLE DEVELOPMENT

Sustainable development requires the negotiation of a balance among the three distinct, everyday development processes, namely:

- Economic development.
- Community development.
- Ecological development.

The importance of maintaining a balance between these three processes is evident in cities and towns throughout the world. For example, if a local water supply is not affordable (economic development), clean and hydrologically sustainable (ecological development), and available to all inhabitants (community development), then the liveability and viability of that community will eventually decline (United Nations Conference on Environmental Initiatives, 1992:113).

Haughton and Counsel (2004:141) defined sustainable development according to four objectives which should be met at the same time, namely:

- Social progress which recognises the needs of everyone.

- Effective protection of the environment.
- Prudent use of the natural resources.
- Maintenance of high and stable levels of economic growth.

Sustainable development can be used as a political resource. From this perspective, it is important to emphasise the ways in which popular and scientific understanding of sustainable development can be co-opted into legitimate policy approaches. This can be seen in the recent proliferation of sustainable abilities, suitable communities, sustainable economic development, and sustainable regeneration, each of which seeks to justify legitimate, often mainstream approaches by incorporating 'sustainable' into its rhetoric in a sometimes superficial manner.

Sustainable housing has implications for design, choice of material, energy supply and conservation, sanitation, and local economic development. Provision for alternative energy production, water supply efficiency, local sanitation systems and alternative infrastructural systems should be considered in the initial planning, but also to allow for future choices. Sustainability is promoted by locating new development enough appropriately designed common open spaces (Nelson Mandela Bay Metropolitan Municipality, 2007:43). Mixed housing involves socio-economic, cultural and ethnic integration via cooperation and interaction between different groups, both formally and informally, at schools, recreation facilities, shopping areas, and workplaces. Different housing types and designs cater for different preferences and means and enhance neighbourhood variety and character, as do self-built housing and extensions (Nelson Mandela Bay Metropolitan Municipality, 2007:45).

The planning of sustainable community units should support local economic development in spatial and functional terms. Mixed use opportunities promote local work, trading, income generation and circulation of money, all of which enhance economic and social integration and sustainability. For instance, work can be integrated by providing opportunities in local industrial areas, commercial corridors and nodes, as well as public spaces, marketplaces and homes. Work includes essential processes such as producing, trading and consuming goods and services, and maintaining the built and green environment. Work is the primary, though not the only, means of obtaining income with which to meet needs and is thus the key means

to economic sustainability. Types of economic activity with specific requirements and characteristics are:

- Home-based economic activities.
- Employed work – formal employment.
- Urban agriculture, local livelihood and food security.
- Informal businesses.
- Self-employment (Nelson Mandela Bay Metropolitan Municipality, 2007:54).

2.3 SUSTAINABLE DEVELOPMENT GOALS

The SDGs are a cluster and a combination of 17 world-wide targets set by the United Nations (UN Habitat, 2019). All 17 SDG targets are relevant to this research study. However, the two most relevant goals in this research study are Goal 1 and Goal 11. The reason to state that Goal 1 and Goal 11 are the most relevant is that this study is about informal settlements. The informal settlements by its nature are manifested due to elements of poverty and inadequate housing, with limited infrastructure or no infrastructure at all. Therefore, Goal 1 is about ending poverty and all its forms and the targets are as follows:

- By 2030, poverty should have been eradicated everywhere; currently measured as people are living on less than \$1.25 a day (which is about R21.00 a day).
- By 2030, reduce poverty at least by half the proportion of men, women and children of all ages.
- By 2030, implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and vulnerable.
- By 2030, ensure that all men and women, the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources appropriate for new technologies and financial services, including microfinance.

- By 2030, build the resilience of the poor and those in vulnerable situations and their exposure and vulnerability to extreme climate-related events and other economic and environmental shocks and disasters.
- Furthermore, ensure significant mobilisation of resources from a variety of sources, including enhanced development cooperation in order to provide adequate and predictable means for developing countries, and least developed countries, to implement programmes and policies to end poverty in all its dimensions.
- Also, to create good and sound policy frameworks at national, regional international levels, based on pro-poor and gender-sensitive development strategies, to support accelerated investment in poverty eradication actions (UN Habitat, 2019).

SDG 11, to make cities and human settlements inclusive, safe and sustainable states, that in order to achieve the targets, the following should be done:

- By 2030, ensure access for all to adequate, safe, and affordable housing and basic services and upgrade the slums.
- By 2030, provide access to safe, affordable, accessible, sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.
- By 2030, enhance inclusive and sustainable urbanisation and capacity for participatory, integrated and sustainable human settlement planning in all countries.
- Should always strengthen efforts to protect and safeguard the world's cultural and natural heritage.
- By 2030, significantly reduce the number of deaths and the number of people affected, and substantially decrease the direct economic losses relative to the global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations.

- By 2030, reduce the adverse per capita environmental impact of cities, by paying special attention to air quality and municipal and other waste management.
- By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, for women and children, older persons and persons with disabilities.

Furthermore, the UN Habitat (2019) emphasised the following:

- Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.
- By 2030, substantially increase the number of cities and human settlements by adopting and implementing integrated policies and plans towards inclusion, resource efficiency, mitigation and adaptation to change and resilience to disasters.
- Support least developed countries, through financial and technical assistance, in building sustainable and resilient buildings, utilising local material.

2.4 POVERTY

There are two different types of poverty that are defined as follows:

2.4.1 Absolute poverty

Absolute poverty is a condition characterised by severe deprivation of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information. It depends not only on income but also on access to services (Gordon, 2005:3).

2.4.2 Overall poverty

Overall poverty takes various forms and includes the following:

Lack of income and productive resources to ensure sustainable livelihoods; hunger and malnutrition; ill health; limited or lack of access to education and other basic services; increased morbidity and mortality from illness; homelessness and inadequate

housing; unsafe environments and social discrimination and exclusion (Gordon, 2005:3).

It is also characterised by lack of participation in decision-making and in civil, social and cultural life. It occurs in all countries; as mass poverty in many developing countries, pockets of poverty amid wealth in developed countries, loss of livelihoods as a result of economic recession, sudden poverty as a result of disaster or conflict, the poverty of low-wage worker, and utter destitution of people who fall outside family support systems, social institutions and safety nets (Gordon, 2005:3).

The United Nations Development Programme (1998:25) refer to poverty as follows:

Lacking of what is a basic necessity for material well-being, poverty can be seen as a denial of opportunities and choices to access most fundamental human development needs that will result to long, healthy and creative life. Furthermore, once the human basic needs are accessed, the human beings will have decent standard of living, enjoy dignity, and will also earn respect of others. The human beings will further enjoy the things that people value in life in general.

2.4.3 Deprivation

Deprivation can be conceptualised as a continuum, which ranges from no deprivation through mild, moderate and severe deprivation to extreme deprivation. This is illustrated in Figure 2.1.

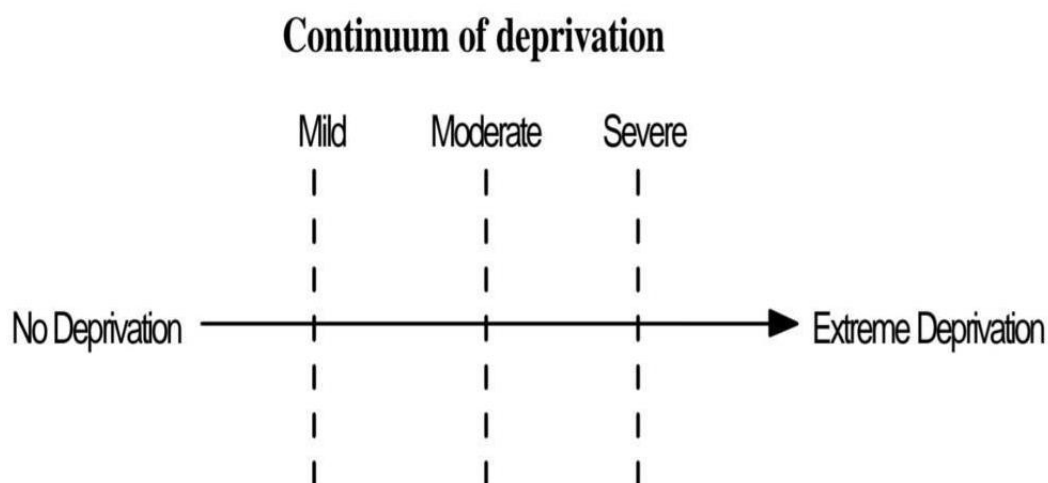


Figure 2.1: Continuum of deprivation from no deprivation to mild, moderate and extreme deprivation

Source: Gordon (2005:6)

2.5 STRATEGIC PLANNING

Castells (1991:24) states that strategic planning was initiated almost 30 years ago in the private sector. The origins of strategic planning are embedded to the need of rapidly changing and growing companies to plan effectively for and manage their future, when the future itself appeared increasingly unclear. The central features of public sector strategic planning are expressed in the acronym SWOT, a derivative of the Harvard policy model. In general, a community and any other entity assess its strengths, weaknesses, opportunities and threats (SWOT) as a basis for devising action strategies to achieve goals and objectives in certain key issue areas.

Hudak (1984) cited in Castells (1991:24), identified the following as the basic steps in strategic planning at community level:

- 1) Scan the environment.
- 2) Select key issues.
- 3) Set mission statements or broad goals.
- 4) Undertake external and internal analyses.
- 5) Develop goals, objectives and strategies with respect to each issue.
- 6) Develop an implementation plan to carry out strategic actions.
- 7) Monitor, update and scan.

In conceiving corporate strategic planning, opportunities and threats assessed in Step 1 are used as the basis for action in Steps 2 and 3. Strengths and weaknesses are developed most pointedly in Steps 5 and 6. Strengths, weaknesses, opportunities, and threats are used together in Step 7 to evaluate a strategy and determine its continued viability (Kaufman & Jacobs,1987:23).

Kaufman and Jacobs (1987:23) stated that planners should view the new popularity of corporate-style strategic planning as an opportunity to revive interest in planning. The setting of local development priorities is meant to be determined through a process that combines technical and participatory analyses. This is to be followed by prioritisation activities that also combine technical, participatory and political inputs.

2.6 INFORMAL SETTLEMENTS

Cirolia et al. (2016:15) stated that informal settlements are quite simple to describe; however, their day-to-day existence and mushrooming is difficult to expatiate. There are three ways in which scholars have interpreted informal settlements, namely:

- As a transitional phenomenon associated with modernisation.
- As 'disjointed modernisation'.
- As something created by inequitable planning systems.

When the phenomenon of informal settlements started in mushrooming and expanding in private and in state-owned spaces, informal settlements were simply associated in the same way as other forms of slums, as another shelter for marginal activities including crime, and drug abuse; and a likely source for different kinds of diseases that ravaged urban areas (Cirolia et al., 2016). Cirolia et al. (2016) further states that during the mid-twentieth century, informal settlements started to escalate at an alarming rate and began to be an unavoidable, but impermanent, consequence of urbanisation and modernisation. Individuals who migrate from rural areas to cities primarily cannot afford to build, buy or rent adequate shelters for accommodation, and instead choose to move immediately to low-standard housing in informal settlements close to employment and economic opportunities.

Turok and Borel-Saladin (2016:5) stated that rapid urban population growth makes it more cumbersome and difficult to provide enough decent housing. Because of these reasons, individuals undertake rigorous and extensive production of dwellings using makeshift materials (Figure 2.2) that are located in high density and overcrowded informal settlements. As the lives of the informal settlement families improve due to employment and by getting constant wages, salaries and income, they ultimately invest in upgrading and refurbishing their houses or decide to enter the formal housing market.



Figure 2.2: Typical informal settlement in the Mdantsane Township

Source: Author (2019)

2.6.1 Different interpretation of informal settlements by different scholars

Cirolia et al. (2016) stated that the terms ‘slums’, ‘informal settlements’ and ‘squatter settlements’ are often used as if they have the same meaning, yet they do not refer to the same thing. When the informal settlements started being developed and mushrooming in the nineteenth century, the term ‘slum’ was used to refer to “the poorest quality housing and the most unsanitary conditions” and it continues to be used for all forms of housing that are regarded as being inadequate in some way. However, Gilbert (2007) cited by Cirolia et al. (2016) stated that ‘slum’ is an ambiguous term, therefore it cannot be generalised and be referred to as informal settlements.

Cirolia et al. (2016) described informal settlements as a specific type of slum. The United Nations (1997), cited by Cirolia et al. (2016:14), defined the key characteristics of informal settlements as places “where a specific community has constructed housing units on land the occupants have no title deeds or occupy unlawfully”. For instance, in South Africa people would illegally occupy land and build shacks or brick and mortar houses in contravention with the laws such as SPLUMA and the National Building and Regulation Standards Act, Act 103 of 1977.

Furthermore, an establishment of shacks are a specific type of informal settlements, namely settlements developed by individuals who have unlawfully settled in an area and constructed shacks using zinc and wooden material to build houses. The

construction of the shacks is usually done through a self-help process. The informal settlements in the RSA could be referred as squatter settlements. However, Huchzermeyer (2003), cited by Cirolia et al. (2016), stated that the term 'squatter settlements' has unpleasant undertones in South Africa; therefore, it should be avoided and not to be used.

Cirolia et al. (2016) further stated that there are other forms of informal housing that are not classified as informal settlements such as informal rental accommodation, taking the form of backyard shacks located adjacent to formal housing. This informal settlement typology is unique in South Africa. Furthermore, Turok and Borel-Saladin (2015:5) stated that South Africa is somewhat unusual in that much of the latest developments in informal housing has taken the form of backyard shacks situated within established former black townships, as against stand-alone shacks in dispersed and overcrowded squatter settlements. These 'islands' of informal settlements or squatter settlements are called 'Isiqiki'. Isiqiki is an isiXhosa word that can simply be translated in English as stand-alone squatter settlement.

Turok and Borel-Saladin (2015:5) affirmed that the formal structures can be either be erected by landlords/homeowners or the tenant/occupier, and there may be several shacks in a backyard and/or front yard. An example of a backyard shack is shown in Figure 2.3. The landlord typically shares the municipal services such as electricity, water, sanitation and refuse collection with the tenants/occupiers in return for rental income.



Figure 2.3: Backyard shack in Cosmo City, Johannesburg

Source: Turok and Borel-Saladin (2015:5)

Khan and Thring (2003:299) confirmed that informal settlements and related forms of self-help housing provision are found in almost every urban area in South Africa and represents the majority forms of housing delivery for the urban poor. Nonetheless, the immense delivery of housing has barely kept pace with the rate of new household information. The informal settlement residents are susceptible to different types of diseases such as tuberculosis, diarrhoea and the psychosocial implications and examples of overcrowding, is restricted by the inadequacies of responses to informal settlements. Citizens are entitled to a more dignified environment as against their current living environments. Due to the poor environment they are living in, it sometimes happen that dangerous spiders, frogs, snakes and other reptiles enter their shacks.

Khan and Thring (2003:299) explained that the phenomenon of informal settlements is not new, and details on how they were perceived and dealt with some time back during colonial times in South Africa are history Given the historical background, it becomes clear that informal settlements and the associated forms of self-help housing have neither occurred coincidentally nor as an 'anomalous' form of urban development. Furthermore, Khan and Thring (2003) stated that housing is not able to function efficiently and effectively unless the current economic conditions are changed to be conducive to growth, development and investment.

The government and its entities must be the stimulus of growth and create employment opportunities so that people can pay for their housing. However, the Minister of Human Settlements recognised housing as an important contributor to growth, employment creation and wealth generation. This needs creativity by the property owners (or housing beneficiaries) to be able to use their houses wisely as income generating assets (Khan and Thring, 2003).

Huchzermeyer (2011:80) stated as follows:

Informal settlements as 'emergent spaces of invention and agency' they recognise not only a complexity, but also an insurgent creativity, 'capacity' to create 'something new that cannot readily be assimilated into established conceptual frameworks. But what is insurgence?

Furthermore, Huchzermeyer (2011:80) defined informal settlements as "counter-politics that destabilises the coherence".

Huchzermeyer (2011:80) further referred to the following:

The entanglement of ‘insurgency and informality’: insurgence often unfolds in a context of informalization, where the relationship between legality and illegality, the recognised and the criminalised, the included and marginalised, is precisely the cause of counter-politics.

Huchzermeyer (2009:59) stated that informal settlements or settlements of the urban poor that resulted from unauthorised occupation of land, usually with non-adherence to land use and building regulations – occupy contested spaces in South African Cities – physically, legally and in public discourse. Furthermore, Huchzermeyer (2009:59) stated:

At a time when it is increasingly legitimate to officially label shacks or informally constructed homes a threat not only to the value of individual properties but also to cities’ ability as a whole to attract international investment, it is important to reassess government’s obligation in relation to the poor and their position in South African cities.

2.6.2 Negative characteristics associated with informal settlements

Jacob (2017) mentioned that they were taken on a trip to see the condition of four toilets in a squatter settlement of the Nompumelelo residential area near Beacon Bay, East London. One toilet had no toilet seat and two had no doors (Figure 2.4).



Figure 2.4: Dilapidated toilets at the Nompumelelo informal settlement

Source: Jacob (2017)

An old plastic table was used as a makeshift door for people needing to use the toilet, especially during daylight. That was not the end of these residents’ unhappy plight. There are obvious consequences to so many people using the few toilets. The people

who are residing in the informal settlements stated that they encountered constant blockages of sewerage drains and human waste will then flow into people's shacks. This makes the community of Nompumelelo to feel marginalised because of their poor living conditions.

Jacob (2018:4) stated that a female with poor eyesight in BCMM died as a result of being electrocuted by 'izinyoka' (illegal electricity) in the Jamaica informal settlement on Monday morning, 15 October 2018. Jacob (2018) further stated that a woman's body, age 56, was found dead close to an illegally connected wire leading from an electricity pole into several shacks. The deceased woman was lying on her back with her hands on her chest and the wires were still on fire when the policemen arrived at the scene. The policemen refused to pick up the body because they were scared to touch the body because of the possibility of getting shocked and possibly be electrocuted as well. The niece of the dead lady stated that her aunt had an eye problem and she could not see properly with only one eye. The niece further stated that a man had been electrocuted and had died in the area around 2016.

Jacob (2018) also stated that more children are victims and are highly vulnerable and at high risk of being electrocuted because they play around the illegal connections outside in the yard of their homes.



Figure 2.5: Niece of the late woman showing where her aunty was electrocuted by illegal electricity

Source: Jacob (2018)

Gilili (2018) stated that more than 100 shacks were burnt down by huge fires in the Kwinana informal settlements in Duncan Village near East London, in the afternoon of

Tuesday 30 October 2018. A picture of the burning shacks is shown in Figure 2.5. A day after their shacks were engulfed by a blaze, residents commenced with building their homes on Wednesday, 31 October 2018. Some of the household members were using damaged materials.



Figure 2.6: Burning shacks in Duncan Village

Source: (Gillili, 2018)

Gilili (2018) stated that approximately 350 residents were displaced by the fire disaster (Figure 2.7).



Figure 2.7: Shacks burnt to the ground in Kwinana informal settlement

Source: Gilili (2018)

A community member of the Kwinana informal settlement who was also affected by the fire, a mother of four, said that she was at work when the fire started and mentioned:

I work as a cleaner at Lujiza Primary School and I do not know how we will recover from this disaster. I lost my two-roomed shack and everything that was inside. We managed to save just a few clothing items.

The ward councillor organised a local church hall for the victims of the fire to temporarily settle while the municipality and provincial Department of Human Settlements were organising temporary shelters to settle the fire victims.

According to Gilili (2018), a student, who was a grade 12 pupil at the Kusile Comprehensive High School stated that:

My revision notes, a couple of my clothes and shoes burnt with the shack, but fortunately all my textbooks were in my school bag and my uniform was safe, because I was still at school when the shacks were engulfed by fire. This state of affairs will affect my studies a lot, reason being that even now I am supposed to be studying, but I have to help my mother to rebuild our shack.

Gilili (2018), furthermore, quoted a community member:

She was chatting at her neighbour's shack when a child came to tell them that their home was on fire. The situation was exacerbated by the strong wind that made it very difficult to combat the fire. Most of the people here live on social grants and are unemployed. As an intervention, Joka stated that the Buffalo City Metropolitan Municipality should provide the fire victims with building materials or people are moved to homes or piece of land is made available for us to rebuild our homes.

In Figure 2.8 shows that families have started rebuilding their shacks.



Figure 2.8: Residents of Duncan Village near East London trying to rebuild their homes
Source: Gilili (2018)

2.7 CRIME

This section will unpack the crime and also the types of crimes mostly committed in South Africa and in the Mdantsane township. There is a perception that the black townships, in particular in informal settlements areas, are breeding criminals due to the high unemployment rate and poverty.

Gwavu (2018) listed 10 top committed crimes in Mdantsane Township, namely: rape, dealing in drugs, domestic violence, child abuse, theft, robbery with firearm, robbery by other weapons, residential burglary, theft of motor vehicle and theft from motor vehicle. Gwavu (2018) referred to possible causes of these crimes as too much use of liquor, drugs and also too many firearms that are in the hands of criminals.

Wikström and Sampson (2006) believed that crime is a conduct that breaks the formal written laws of a country. If an individual commits a crime he or she can be arrested, charged, and prosecuted. Crime can be committed due being less privileged and being relatively deprived. Therefore, relative deprivation is when a person is brought up among poverty and do not own luxuries such a mobile phone, laptop, tablets, or vehicles, and such assets may be illegally obtained. Crime may be committed due to social inequality, with the working class seeing the rich with personal possessions wanting them but not being able to obtain them legitimately.

Stober (2016) indicated that the South African Police Service (SAPS) is not only fighting crime, but the unemployment and poverty that pushes people into alcoholism, addiction and violence. This is a battle that cannot be won by SAPS on its own. Contact crimes such as murder and attempted murder, are increasing, but much if these are driven by unemployment, poverty, alcohol and drug abuse.

However, it is not often recognised that the causes of these crimes are outside the reach of SAPS. Stober (2016) furthermore stated that

a report released by the South African Presidency shows that not much changed for the poor in the country between 2008 and 2015. The study showed that with many South Africans trapped in poverty, the middle class in the country only makes up about 15 percent of the total population.

SAPS therefore needs to get a grip on social and economic causes of lawlessness and strengthens crime intelligence, because the figures are likely to go up beyond 2018.

Stober (2016) further emphasised that without scaring visitors away and limiting the chances for tourists visiting the country, South Africa is a country that experiences a relatively high level of crime. However, it should be noted that it is possible to stay safe with a bit of care and common sense. Travellers and visitors should always take advice from the people they are staying with, as well as from locals and guides, and make sure you know where the dangerous spots are. Figure 2.9 shows a densely populated informal settlement in Khayelitsha. These densely populated informal settlements are a haven for criminals. Generally, the type of informal settlements as shown in the figure, have a high rate of crime due to their congestion. It makes it difficult for SAPS to find or catch a thief or criminals in these situations.



Figure 2.9: Khayelitsha informal settlement where there is high rate of crime

Source: Stober (2019)

2.8 DISEASES IN INFORMAL SETTLEMENTS

Cockerham (2013:170) reasoned that residing in a disadvantaged informal settlement can be associated with worsening health conditions to the households. Households of disadvantaged neighbourhoods tend to feel less healthy and have more physical weakening and ill health problems such as high blood pressure, asthma, and arthritis. The negative impact of living in a disadvantaged informal settlement on a person's

physical well-being is mediated entirely by disorder in the neighbourhood, which influences health directly and indirectly, because of fear.

These settlements present households with observable signs that social control has been broken down; the streets are dirty and dangerous; buildings are rundown and abandoned; graffiti and vandalism are common; and people hang out on the streets, drinking, using drugs and creating a sense of danger. Cockerham (2013:171) further agreed that households find life disheartening in underprivileged neighbourhoods, characterised by high rates of poverty and female-headed households, due to the neighbourhood disorders.

2.9 CONCLUSION

This chapter has discussed various scholarly literature in relation to informal settlements and human settlement developments. The different interpretations of what the informal settlements are, have been discussed. Concepts such as sustainable development, the importance of strategic planning, the phenomenon of informal settlements, different interpretations of informal settlements and negative characteristics of informal settlements were discussed.

The types of committed crimes in South Africa, in particular in informal settlements, poverty, and the different types of poverty have been discussed. For instance, the top 10 committed crimes in Mdantsane are rape, dealing in drugs, domestic violence, child abuse, theft, robbery with a firearm, robbery with other weapons such as a knife, residential burglary, motor vehicle theft and theft from a motor vehicle. SAPS stated that too much use of liquor and use of drugs such as dagga and other illegal substances are the result of the types of crimes committed in Mdantsane. Furthermore, the United Nations SDGs have also been discussed and the reason being that the SDGs are global. Therefore, it is critical that all countries and all governments in the world take them into cognisance. Out of the 17 SDGs, the most relevant ones in this research study are SDG 1 and SDG 11. Therefore SDG 1 and SDG 11 are well expressed in this chapter due to their relevance to the research.

Chapter 3

ANALYSIS AND INTERPRETATION OF POST-APARTHEID HOUSING POLICIES IN SOUTH AFRICA

3.1 INTRODUCTION

This chapter is about the analysis and interpretation of pieces of legislation and policies that encourage informal settlements upgrading in the post-apartheid South Africa. Furthermore, this chapter will discuss the policy interventions that have been introduced by government to better address the issue of informal settlements in South Africa.

3.2 IMPORTANCE OF INTEGRATED DEVELOPMENT PLAN IN HUMAN SETTLEMENTS DEVELOPMENT AND IN LOCAL GOVERNMENT SPHERE

The Integrated Development Plan (IDP) is the local government's principal strategic planning document. Mainly, it ensures close coordination and integration between projects, programmes, and activities, both internally (between cluster and directorates or departments) and externally (with other spheres of government such as provincial sector departments and other government parastatals). The IDP therefore ultimately enhances integrated service delivery and development and promotes sustainable integrated communities, providing a full basket of services, as communities cannot be developed in a fragmented fashion (Nelson Mandela Bay Metropolitan Municipality, 2006-2011:7).

The IDP contains a range of programmes where housing is also listed amongst such programmes. During the situation analysis phase of the IDP, housing always comes as a top priority in terms of the community needs. Therefore, the following key processes and activities are encouraged to be part of the analysis phase of the IDP:

- An analysis of service gaps and resource potentials.
- A participatory-based community and stakeholder level analysis.

- Cross-sectoral municipal analysis in respect of economic, environmental, institutional, spatial, and socio-economic matters, the prioritisation of issues, and an in-depth analysis of issues.

The purpose of the analysis activities is to identify, explore and prioritise the various dimensions of issues affecting development circumstances in the municipal areas of jurisdiction. In turn, this is meant to enable the prioritisation of issues, which then informs the focus of the forward planning intentions of the IDP. This aims to ensure that the scope of the IDP is focused on the critical issues, within the available resource constraints. The methodology stresses that priorities should be issue-based, as opposed to sectors, or predetermined, strategic projects (RSA, National Department of Housing, 2005:7-8).

Furthermore, the detail of the need is intended to incorporate an explanation of the statistical data points identified with the issue, separated by land zone and the social class influenced, its patterns, elements and setting, just as the potential assets accessible to address it. This data is intended to be acquired from the investigation exercises attempted preceding the prioritization exercises, just as inside and out examination where accessible data is esteemed deficient (RSA, National Department of Housing, 2005:8).

Setting objectives and formulating strategies to address priority issues are in the methodological steps, which follow the identification and specification of priority issues in the IDP methodology. To help objective and strategy development, considering the importance and utilization of strategy rules in the local context setting is paramount. This incorporates considering and internalising monetary or financial, institutional and natural assets accessible to the district to manage an issue (RSA, National Department of Housing, 2005:9).

The strength of an objective is conditional in it relating to the underlying causes of the issue it aims to address. In other words, in relation to housing issues, this means that the issue that have been identified and specified as a priority issue need to be engaged with in terms of related objectives. Furthermore, objectives should aim to be realistic, attainable and explicit with regards to the expected advantage to be accomplished and the timeframes inside which it will be accomplished; this incorporates determining quantifiable targets. When a goal has been enunciated according to priority issue,

techniques would then be able to be defined that are both informed by the local context and the strategic guidelines of the spheres. The strength of the strategy relies upon it explaining the significant fields of mediation for the destinations to be met (RSA National Department of Housing, 2005:10).

The IDP projects fundamentally relate to the achievement of the objectives and strategies, and in turn address the related priority issues. It is also important to note that projects documented in the IDP should contain enough information to support implementation. For instance, key information fields pertaining to the design of the project are meant to include aspects such as the target group benefiting from it, its spatial location, quantitative outputs, objectives and indicators, capital and operational costs year-on-year, source of finance, institutional responsibilities and key activities (RSA National Department of Housing, 2005:11).

3.2.1 Importance of the compilation of the sector plans within the Integrated Development Plan

The IDP approach incorporates the arrangement of coordinated segment projects and plans that are intended to aggregate the contents of the IDP to specific sectors or line functions of the municipality. This includes in particular:

- An integrated spatial development framework.
- A financial plan that addresses and includes financial strategies for the financial viability of the municipality.
- A capital investment programme that consolidates all capital investment projects over the next five years.
- An action programme that defines the implementation steps to be taken for each project over a five-year period.
- An integrated monitoring and performance management system that includes performance targets and indicators.
- A poverty reduction and gender equity integrated programme.
- An inclusive environmental programme.
- An inclusive local economic development programmes.

- An inclusive institutional programme.
- An inclusive HIV/Aids programme.
- An integrated sustainable human settlement plan.
- A disaster management strategy, inclusive of sector programmes or plans required in terms of sector legislation, such as a water services development strategy or waste management strategy.

In respect of the IDP, the components outlined above are specifically required in terms of the Municipal Systems Act and its regulations. Furthermore, the development of various programmes and strategies is meant to ensure that the inclusive impact and resource requirement of individual projects make most effective use of resources. In addition, the development of the activity plan aims to ensure that the execution and sustainability of the projects recognized in the IDP is supported through satisfactory institutional and financial re-engineering (RSA National Department of Housing, 2005:11).

The last, pre-implementation phase of the IDP is the endorsement phase. The local authority council committee is the first decision-making authority in regard of the IDP endorsement; in any case, consideration ought to be given to giving chances to remarks from the general population and sector departments since open doors for contributing into the procedure are to be accomplished through wide based participation of the general population and sector departments in all phases of the IDP; at this phase of arranging process, minor concerns are intended to be raised (RSA National Department of Housing, 2005:11).

3.3 LEGISLATIVE AND POLICY MANDATES THAT ENCOURAGE INFORMAL SETTLEMENTS UPGRADING IN SOUTH AFRICA

The legislative and policy mandates that encourage informal settlements upgrading in South Africa are shown in Figure 3.1.

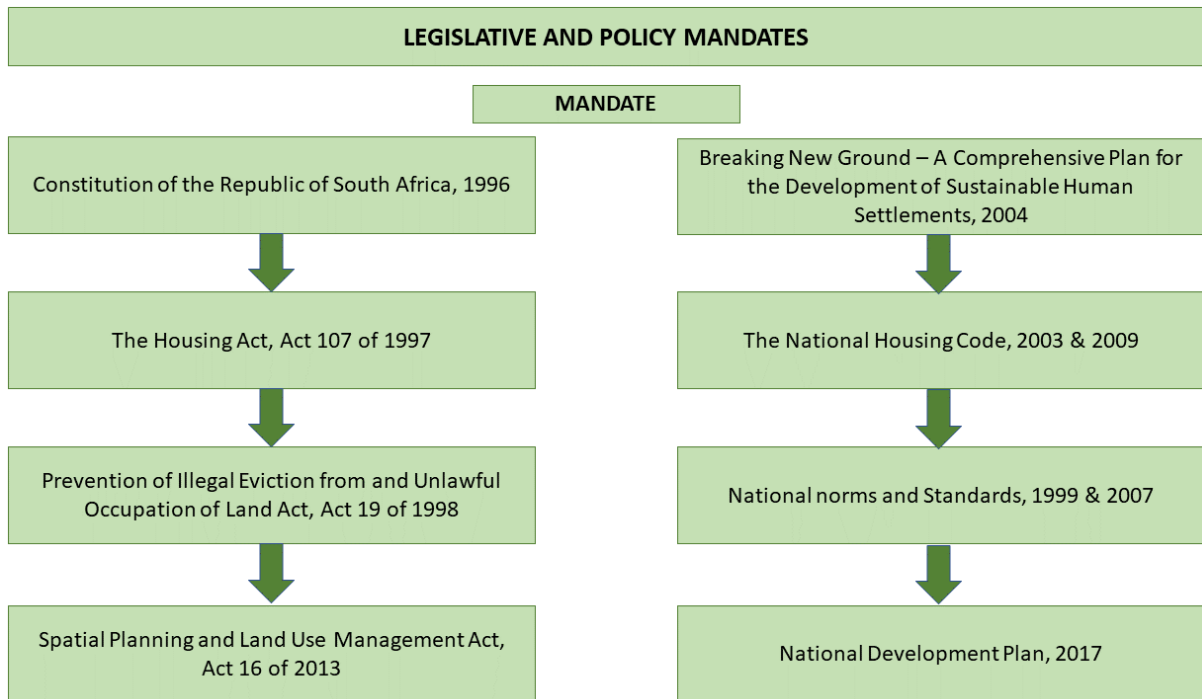


Figure 3.1: Legislative and policy mandates that encourage informal settlement upgrading in South Africa

Source: RSA DHS (2018)

3.3.1 Constitution of the Republic of South Africa

Tshikotshi (2009:41) affirmed that the RSA has had five constitutions in the apartheid years, excluding the 1996 democratic Constitution of the Republic of South Africa (hereafter Constitution, 1996). The previous apartheid constitutions frequently gave rights to the privileged white minority at the deprivation of the black majority, with equal opportunities offered to the white minority. Furthermore, the previous apartheid constitutions hindered the black majority access to socio-economic opportunities such as land, better or equal housing opportunities. Therefore, this section focuses on the current Constitution on how it attempts to redress apartheid biasness towards the white minority.

Chapter 1, Section 1 of the Constitution states that:

The Republic of South Africa is one, sovereign, democratic state founded on the following values:

- (a) *Human dignity, the achievement of equality and the advancement of human rights and freedoms.*
- (b) *Non-racialism and non-sexism.*

- (c) *Supremacy of the constitution and the rule of law.*
- (d) *Universal adult suffrage, a national common voters roll, regular elections and multi-party system of democratic government, to ensure accountability, responsiveness and openness.*

Section 25 (1) of the Constitution – “Property” – states that:

No one may be deprived of property except in terms of law of general application, and no law may permit arbitrary deprivation of property.

This is both a constitutional imperative and a fundamental right of citizens in South Africa in terms of property.

Section 26 (1) of the Constitution – “Housing” – states that:

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

3.3.2 Legislative framework (Housing Act, Act 107 of 1997)

Tshikotshi (2009:47) stated that the RSA housing policy ascended from a rare and strange process. Starting from 1992 until the first democratic elections in 1994, a multi-party negotiating body called the National Housing Forum comprising representatives from mass political groups, the business community, the building industry, the financial institutions, the unions, the civics and development entities or bodies thrashed out a consensus-based housing policy as response to the then government’s racially founded policy.

The Housing Act was conceived after a white paper of 1994 on housing was developed and the Botshabelo Accord of 1994, which remained the foundation of all housing policies and legislations. Therefore, this section outlines the functions of the municipality in respect of housing provision.

In terms of the functions of municipalities in respect of human settlements, the Housing Act states that:

9.(1) *Every municipality must, as part of the municipality's process of integrated development planning, take all reasonable and necessary steps within the framework of national and provincial housing and policy to –*

(a) *ensure that–*

(i) the inhabitants of its area of jurisdiction have access to adequate housing on a progressive basis,

(ii) conditions not conducive to health and safety of the inhabitants of its area of jurisdiction are prevented or removed;

(iii) services in respect of water, sanitation, electricity, roads, stormwater drainage and transport are provided in a manner which is economically efficient

(b) *set housing delivery goals in respect of its area of jurisdiction;*

(c) *identify and designate land for housing development*

(d) *create and maintain a public environment conducive to housing development which is financially and socially viable;*

(e) *promote the resolution of conflicts arising in the housing development process;*

(f) *initiate plan, coordinate, facilitate, promote and enable appropriate housing development in its area of jurisdiction;*

(g) *provide bulk engineering services are not provided by specialist utility suppliers;*

(h) *plan and manage land use and development.*

3.3.3 National Housing Code, 2009

Chapter 13 of the Housing Code is perceived as the guiding principles in avoiding disruption of informal settlement communities. Furthermore, Chapter 13 of the Housing Code is perceived as conserving communities within informal settlement precincts. Chapter 13 of the Housing Code also discourages the eradication of informal settlement households; however, only in abnormal cases where residents are residing in hazardous conditions or essential engineering services could not be provided due to unstable land, for example, under electrical powerlines, areas susceptible to flooding or close to riverbanks. Furthermore, the legal processes for eviction should only be initiated as a last option or else communities will have to be formalised and settled permanently.

The National Housing Code (2009, as amended) states that informal settlements have the following characteristics:

3.3.3.1 Illegality and Informality

The households of informal settlements reside in a permanent state of legal social insecurity as informal settlements lack title deeds as a proof of ownership due to the unlawful occupation and or unauthorised use of land and or the illegal construction of houses upon land. By doing so, they are contravening with SPLUMA, and also contravening with the National Building and Regulation Standards, Act 103 of 1977. Informal settlements are typified by the absence of formal planning and incremental, unplanned growth (National Housing Code, 2009).

3.3.3.2 Location and environmental factors

The National Housing Code (2009) states that informal settlements are often established in a variety of locations generally on hazardous land and land not suitable for human settlement development. In some instances, the upgrading of settlements may be a relatively simple matter, while other settlements may not be upgradeable at all due to unsuitable terrain, soil conditions, topographical constraints, flood plains, waterlogged and environmentally sensitive. In other instances, upgrading may be possible if extensive land rehabilitation is undertaken.

Huchzermeyer (2009:63) also argued that informal settlement households locate themselves on vacant, greenfield, unused land, former racial buffer land parcels, virgin land between more recent formal township developments, on the periphery of new townships, on land set aside for public facilities or commercial facilities that show no signs of ever being developed for its official purpose, and on unused and unprotected 'natural' land often not immediately suitable for development. "In some situations, settlements may be in prime land and in good locality, but others are located at a distance from employment opportunities and sometimes on the urban periphery. These factors have a profound impact upon the nature, feasibility and desirability of upgrading activities" (National Housing Code, 2009).

3.3.3.3 Restricted public sector investment

The National Housing Code (2009) states that the public sector investment within unauthorised settlements such as informal settlements is constrained because of the land not being properly planned and surveyed. This, therefore, means that the occupants of the land have no legal standing on the pieces of land that they occupy.

The occupants can only be protected by the Prevention of Illegal Eviction from and Unlawful Occupation of Land Act, which suggest that if they are evicted, they should be given alternative accommodation. Some informal settlements accordingly lack access to on-site municipal engineering services such as water, sanitation, electricity, roads, walkways and lighting. However, it is common in some informal settlements to find communal toilets and standpipes. Informal settlements also typically lack government-funded social amenities and economic infrastructure. It is for this reason that households of these settlements have to date had no incentive to invest their own resources in the areas.

3.3.3.4 Poverty and vulnerability

The National Housing Code (2009) states that the residents of informal settlements tend to be jobless, be grant dependent, indigent, extremely poor and vulnerable as most have only basic secondary and high school educational qualifications. This makes them to be dislodged in terms of the formal labour market and in getting decent lucrative salaried jobs. Households that are residing in informal settlements are susceptible to different diseases due to the combined effect of household poverty and the not so good environmental surroundings as some are living closely to illegal dumpsites.

Figure 3.2 shows the Nondula informal settlement in Mdantsane with an illegal dumpsite. The insecure nature of informal settlements also reinforces disjuncture and fragmentation from socio-economic benefits.



Figure 3.2: Nondula informal settlement in Mdantsane with illegal dumpsite
Source: Author (2019)

3.3.3.5 Social stress

The National Housing Code (2009) states that unemployment and unhealthy living conditions make people residing in informal settlements to be vulnerable to exploitation in different ways. For instance, in some cases the girls from the informal settlements date older men who are loaded with cash so that they can be able to support their families and or their own children, or to maintain themselves. This gives rise to social stress, substance abuse and manifesting in high levels of interpersonal crime, including domestic violence, rape, child abuse and a variety of social ills.

3.3.4 National Development Plan (Vision 2030)

Vision 2030 of the National Development Plan (NDP) is a long-term vision of South Africa. It outlines the desired goals and identifies the roles that different sectors of government and society need to perform in accomplishing these goals. Furthermore, the NDP aims to alleviate poverty and lessens inequality among all populations and races in South Africa by 2030.

According to the NDP, South Africa can achieve all these set targets and goals by making South Africa work diligently as a united force growing an inclusive booming economy, developing capacities, building capabilities, enhancing and developing skills of the citizens and galvanising the capacity of the state, and promoting leadership and partnership throughout society. Furthermore, to encourage collaboration with other relevant entities that will make the country to successfully achieve the goals. The following process should be followed in the implementation of the plan:

- The NDP and its proposals will need to be implemented in the right order until 2030.
- The long-term plans of the government departments are congruent with the NDP and areas are identified where policy change is required to ensure consistency and coherence.
- The NDP is a plan for the entire RSA. Therefore, government must engage with all sectors to understand how they are expected in contributing to implementation. Furthermore, to identify hinderances (if any) to them fulfilling their role effectively and efficiently.
- The NDP must influence the budget allocation over the years until 2030.

- The NDP identifies the improvement of the quality of public services as critical to achieving transformation. This requires all provinces in the RSA to focus on identifying and overcoming the obstacles to achieve the improved outcomes, including the need to strengthen the ability of local government to fulfil its development role.
- Planning and implementation should be informed by evidence-based monitoring and the evaluation system.
- The president and deputy president of the RSA must be the lead champions of the NDP with the cabinet ministers in government and throughout the country. All nine provinces led by the premiers and mayors and executive mayors must be leading in their jurisdictions as visible and active champions of the NDP, with their offices being the catalytic agencies to drive the implementation in both spheres of government, on provincial and local government levels.

The following key aspects contained in the NDP refer to human settlements development:

- These aspects refer to achieving sustainable human settlements and improved quality of household life and form the basis of the performance agreement between the President and the Minister of Human Settlements.

The following are the specific outputs contained in the NDP:

- Upgrade of 400 000 units of accommodation within informal settlements.
- Install and improve access to basic services in needy areas and informal settlements.
- Facilities – provision of 600 000 accommodation units within the gap market (earning between R3 500 and R15 000).
- Mobilisation of 6 250 ha of well-located land for low-income and affordable housing with increased densities on this land and in general.

3.3.5 Upgrading informal settlements programme

Tshikotshi (2009:33) stated that the upgrading of informal settlements means changing the status of illegal structures into some form of legality, and by so doing, it

alleviates the housing statistics. Furthermore, upgrading also requires the recognition of the following three conditions:

- The property rights.
- The property values.
- The physical characteristics of the basic assets and their impact on each other. Over and above the legal perspective of upgrading, it usually addresses the issue of unavailability or improvement of infrastructural services.

Tshikotshi (2009:33) further stated that informal settlements are home to millions of the urban poor families across developing countries. Furthermore, informal settlements largely represent the only solution for millions of these poor households. The notable challenges with families in these towns and cities are that they are extremely poor with no hope to improve their conditions on their own. Their poor urban living conditions duplicate their own and their country's poverty and disparities.

The National Housing Code (2009) states that the Upgrading Informal Settlements Programme (UISP) is the critical and primary housing instrument managed by the DHS. The informal settlement strategy is developed to deal with the special needs of informal settlements across South African cities and other declarations under the UN Habitat Programme. The UISP is undertaken to achieve the informal settlement in-situ upgrading.

To further unpack the basic framework of in-situ upgrading, the South African government has adopted best practices. Therefore, interventions are required to support each of these processes. The following are the four phases of the UISP:

- **Phase 1:** This phase encompasses scanning the community to determine housing and infrastructural wishes through a process of consultation and meaning engagement, to determine the terrain, geotechnical and physical suitability for upgrading of informal settlements.
- **Phase 2:** This phase is focused on the identification and purchasing of suitable, well-located and developable land. Furthermore, to undertake geotechnical investigations. This phase is often embarked upon when interim engineering services are provided.

- **Phase 3:** This phase is focused on detailed planning and project management. This phase includes securing tenure or occupation rights, the provision of permanent basic services and bulk infrastructure, and providing relocation assistance if necessary.
- **Phase 4:** This phase is known as the housing consolidation phase. This is where the actual construction of top structures occurs. This phase is implemented in line with the relevant housing subsidy programme. This takes form in a variety of ways where housing is delivered via mutual aid, local contactors or community self-aid, or the Peoples Housing Process (Isandla Institute, 2017:3).

Implementation of informal settlement upgrading projects are often best done through a collaboration and partnership approach. For this purpose, funding is meant to be provided to source external capacity to help with project management stages such as initiation, planning, implementation or execution, and management.

This requires the support of different but relevant government departments to achieve sustainable human settlements.

3.3.6 Incrementalism in informal settlement upgrading

According to the Isandla Institute (2017:4), the word 'incrementalism' can be defined as the slow and step-by-step transformation of a city, where urbanisation is not perceived as the final end-product but as a continuous process entrenched in citizen experience, consultation, discussion and rigorous engagement. It therefore challenges conservative city plans and processes, which are often moulded and controlled by large scale projects. Incrementalism, in its essence, can therefore also be referred to as gradualism.

Regarding informal settlement upgrading, the Isandla Institute (2017:4) states that incrementalism may be best referred to as a participatory approach that enhances state intervention and which enables residents to refurbish and construct their houses as per their earnings, adding onto and improving their dwellings and environment step by step. Incrementalism also promotes the recognition of strengths and knowledge, building on related resources that society and communities have at their disposal and can contribute towards shaping their own environments.

The communities play an active role in their own development. Incrementalism therefore also allows for meaningful collaborations and partnerships, where the contributions of each stakeholder are acknowledged and valued. It is worth noting that while the recognition of community agency is important, there is a risk that this may be over-stated by government.

The idea that poor urban communities can initiate and sustain the development projects of their own settlement, with limited to no government support and intervention, is a false notion of their resilience. This will only serve to reinforce the challenges faced by the residents of informal settlements. (Isandla Institute, 2017:5).

The gradual and step-by-step process of transforming informal settlements into functional neighbourhoods means that the methods employed are multifaceted, including different spheres of government, governmental entities and sector departments, along with other stakeholders. Several key elements along this path have been identified, namely:

- Tenure security.
- Neighbourhood planning and design.
- The provision of infrastructure and services.
- Public facilities and social amenities.
- Housing consolidation.

The Sandla Institute, (2017:5) stated the following:

The Western Cape Informal Settlements Support Plan was adopted by the Provincial Government in 2017. While the focus of informal settlement upgrading is often on spatial and physical interventions, it is equally pivotal to be patient in dealing with community matters and in addressing the issues such as socio-economic exclusion through community empowerment and support for livelihood strategies.

The Isandla Institute (2017:5) further stated that a gradual, step-by-step approach to informal settlement upgrading is always outcome-oriented and allows for each community member to participate.

3.3.7 Government interventions in informal settlement

3.3.7.1 National Department of Human Settlements intervention in Buffalo City Metropolitan Municipality

The DHS with the assistance of the National Upgrading Support Programme commissioned a consultant to compile a policy and strategy for the upgrading of informal settlements in the BCMM, and to develop plans for 32 selected informal settlements using a participative planning process method.

3.3.7.2 Adopted Buffalo City Metropolitan Municipality policy on informal settlement upgrading

The BCMM characterizes an informal settlement as regions where gatherings of housing units have been built where the inhabitants have no legitimate claim to, or possess unlawfully, just as spontaneous settlements and territories where housing is in consistence with current arranging and guidelines (unapproved housing) (BCMM, 2010b).

In addition, it is common for local authorities to face pressure towards redesigning of informal settlements, through policies from national and provincial government. The Constitution states that the state must, within its available assets, progressively acknowledge the right to housing, in as much as as the accessibility to land, water, and a healthy environment.

The Comprehensive Housing Plan for the Development of Integrated Sustainable Human Settlement Plan of 2004, as the BNG, explicitly submits government to the overhauling of informal settlements. The NDP (2011) seeks to improve the current national programme for informal settlement remodelling by building up a selection of customised responses with which to assist their redesigning. The vision for informal settlements in the BCMM is as per the following:

By 2035, all informal settlements in BCMM that have been categorised to remain in their existing locations, have been upgraded and received the necessary development support from all three spheres of government (reference).

The accompanying results are recognized as a feature of the overhauling vision:

- Promote wellbeing and security.

- Promote financial advancement.
- Reduce socio-economic disparity.

The BCMM Policy and Informal Settlement Strategy (2014) further stated that in order to achieve this vision and its outcomes, the following process principles should be followed:

- Accommodate gradual advancement.
- Support community cooperation.
- Engage in associations and partnerships
- Build capacity and engage partners.
- Adopt a human-centred approach to addressing the fundamental needs list.

Furthermore, the BCMM will have to embark on a three-dimensional approach to respond, address and resolve the plight of the households who are residing in informal settlements:

- Build on the present regularization approach – by extending the current regularization approach.
- Make serviced sites accessible – by adjusting housing strategy to incorporate a (completely as well as semi) serviced site program.
- Control new land attack – by utilizing the current land the management strategy of the municipality.

The BCMM Policy and Informal Settlement Strategy (2014) further stated that the following policy guidelines will guide the informal settlements upgrading strategy:

- Provide a bundle of essential administrations to every single informal settlement.
- Accommodate elective land residency plans.
- Adopt a multi-sectoral way to deal with informal settlements development.

- Protect and improve social capital and resources and react to advancement needs.
- Accommodate adaptable principles and guidelines for arranging, land, administrations and housing.
- Incorporate a component of community management and controls.
- Integrate and incorporate territories being redesigned into the more extensive city.
- Identify and relieve against known and likely dangers.

3.3.7.3 Adopted BCMM Policy and Informal Settlement Upgrading Strategy

The BCMM Policy and Informal Settlement Upgrading Strategy (2014) stated that in order to implement the policy above the municipality will focus on the following four priority interventions:

- Introduce phased settlement zones so as to recognize that informal settlements exist and set up the legitimate base from which further development mediations can follow.
- execute a local land administration and residency framework so families' essential residency rights are perceived and to perceive the citizenship of families, just as to encourage the organization of the upgrading procedure.
- Actualize arranging and essential advancement so as to address families' fundamental needs and their nobility as an initial move towards longer term updating.
- execute an improvement bolster programme with the goal that the expansive advancement requirements (for instance, training, wellbeing and security, and work) can be met for individuals living in regular settlements territories.

The BCMM Policy and Informal Settlement Strategy (2014) further stated that the upgrading of informal settlements strategy will be implemented at two scales:

- The scale of the municipality.

- The scale of each settlement.

At the scale of the BCMM, the BCMM will direct a fast survey of every informal settlement (expanding on comparable audits done in the past) and assign every informal settlement that are recognized to be upgraded or have a mix of in-situ upgrade and migration as gradual settlement zones as accommodated in the SPLUMA. Individuals living in these territories would then be able to have some type of land residency security and this will likewise establish the framework for all future upgrading forms.

The steady settlement territories will be allotted to rounds (or years) inside which the staged upgrading procedure will be followed, with those settlements distributed to cycle one beginning their upgrading arranging in year one, and those assigned to cycle two beginning arranging in year two, until the sum total of what settlements have been designated to a round.

The BCMM will begin to give essential residency acknowledgment and fundamental administrations to every settlement in the year after the planning. This will proceed until every single informal settlement have undergone planning, and got fundamental residency administrations, at which stage the municipality will have the option to return to a cycle one settlement to give extra updating solidification support.

So as to figure out which settlements are apportioned to which round, the BCMM will focus on a spread of settlements from various regions (wards) in each round, utilizing a master rata equation to decide what number of settlements from a ward can be designated to a round. Inside a ward, older settlements will be prioritised for earlier rounds.

At the size of informal settlements, every settlement will follow a bit by bit set of upgrading stages, contingent upon the upgrading path that the settlement winds up on, where

- upgrading stages refer to the phased step by step process that will be followed to upgrade the area; and
- Upgrading options refer to the upgrading path that the informal settlement or a part of the settlement finds itself on depending on the local context, ranging

from those areas that can be upgraded where they are to those that must be relocated.

The BCMM Policy and Informal Settlement Strategy (2014), in relation to the upgrading phases, states that the following set of activities will be undertaken within five phases of the upgrading process:

Phase 1: Preparing for development

- Embark on a specialized and network based circumstance investigation exercise.
- compile upgrading informal settlement concept plans by following a participatory process.

Phase 2: Basic development

- Provide an essential residency through the arrangement of acknowledgment of occupation testaments and consent to occupy endorsements.
- Install essential services and facilities:
 - I. Primary (need) services incorporate the arrangement of shared ablution services for groups of around 25 family units; the development of fundamental access streets for fire and other crisis services; the development of essential person on foot ways and storm water frameworks; the arrangement of communal refuse collection; and the establishment of pre-paid power and area lighting.
 - II. Secondary administrations incorporate fire hydrants, lockable storerooms, traffic calming, communal post boxes, notice boards and signage, child play zones, multipurpose halls and lobbies, fencing, and different services and facilities as dictated by the community (BCMM Policy and Informal Settlement Strategy, 2014).

Phase 3: Development support

- Support family units to assemble or sort out the structure of their homes by giving preparing in how to fabricate or compose the structure of individuals' own homes, giving instances of house plans, data on where to find building material and manufacturers, advice in establishing mass purchasing schemes, support in arranging local saving plans.
- Support businesspeople to begin or grow by preparing them on how to maintain a business or giving proper aptitudes identified with the sort of business (for instance plumbing, sewing, promoting), giving access to loans and developing areas and businesses that can run at modest rates.
- Supporting social groups, for example, youngsters by supporting youth improvement programmes; giving recreational offices and after school youth advancement programs; supporting the aged, the sick and individuals with disabilities through home based care programmes and improving mentorship programmes; supporting neighbourhood occupants through support to wellbeing and security watches (preparing and access to space and equipment for them to undertake their exercises, and numerous different segments and exercises as recognized.
- Support community leadership initiative through, for instance, preparing and arrangement of leadership training, mediation and conflict resolution services, and space from which to convene gatherings (BCMM Policy and Informal Settlement Strategy, 2014).

Phase 4: Consolidation

- Upgrade land ownership from basic to 'full' property ownership, which would typically be singular title deeds, yet could likewise incorporate rental, shared property affiliation or cooperative proprietorship.
- Upgrade services and communal ablution facilities to water and sanitation per house; basic access roads and paths to internal surface roads and storm water; basic 'roof on poles' community halls to fully equipped multipurpose halls; basic play areas to fully equipped multipurpose recreation centres.

- Upgrade top structures from self-built interim shelters to subsidised and approved formal dwellings.

Phase 5: Ongoing development

- Households will continue to use their own resources to maintain and improve their houses.
- Government will use its rates and service income, as well as other grants and loans from national government, to maintain and improve the neighbourhood, for example fixing potholes and maintaining electrical distribution system.
- Government and other stakeholders will, throughout the whole upgrading process, conduct research to learn experience and improve future actions, and share these lessons with other communities and role players (BCMM Policy and Informal Settlement Strategy, 2014).

3.3.7.4 Upgrading of Informal Settlement Programme

3.3.7.4.1 UISP funding envelope

The programme makes available funding for reticulation and installation of both interim and permanent municipal infrastructural service stands. However, rudimentary services must always be installed on the basis that they are part of the first phase of the provision of permanent services. The nature and level of permanent infrastructural services must firstly be agreed upon between the municipality and the respective beneficiary community. This engagement will assist in obtaining a buy in from the community on their needs, preferences, affordability indicators and sound engineering practices. Most critically, the UISP is emphatical on upgrading people where they are settled, for instance in-situ, and firmly states that only “as a last resort, in exceptional circumstances, [may] the possible relocation and resettlement of people on their own choice and cooperative basis because of the implementation of upgrading projects to be taken into cognisance. It only encourages one possible reason for relocation as being the need for de-densification of the invaded site and states that the provisions of the UISP will apply to both the upgraded settlement and the relocation” (Tissington, 2011:87).

3.3.7.4.2 Security of tenure under the UISP

Tissington (2011:87) stated that the proof of rights to the land by illegal invaders (security of tenure) is key to the UISP. This may be achieved through different tenure arrangements and these are to be explained and unpacked through a process of deliberations between the municipality and the households who are residing in informal settlements. However, the typology of a right to the particular land or sites by the illegal occupants will be pronounced and be awarded to the member of the Executive Council. This therefore means that in this process, the discretion of the member of the Executive Council is critical in terms of the type of the security of tenure to be awarded. The UISP is clear on stating that tenure rights awarded during phases 1 to 3 could include rental agreements and or gratuitous loan of a site for occupation by a relevant household. This is therefore known as commodatum.

According to the Socio-Economic Rights Institute (SERI, 2011:87), the national norms and standards in respect of the creation of serviced standards do not apply under the UISP but can serve as a guideline. The UISP states that “the layout of informal settlements generally precludes the determination of uniform stand sizes”. Accessible stand sizes should emerge through a process of dialogue between local authorities and residents. This therefore means that there is a disjuncture between the UISP and the planning principles that are enshrined in SPLUMA, with regard to the design of the layout plan and the approval thereof.

3.3.7.4.3 Who qualifies for UISP?

Tissington (2011:86) stated that the UISP is applicable to beneficiaries who qualify under the National Housing Subsidy System criteria. However, it is also applicable to the eliminated groups in terms of the National Housing Subsidy System. UISP is considering households that exceed the income threshold, persons without dependents and persons who are not first-time homeowners. Beneficiaries may be taken into cognisance on a case-by-case basis who have previously received government housing assistance through the RDP or BNG and other government programmes. Furthermore, those who have owned or currently own residential property, as well as illegal immigrants, may also be beneficiaries of BNG houses. Depending on the nature of the beneficiary, different housing and tenure options will

be available during the final phase of the project, also known as Phase 4 or housing consolidation phase.

Tissington (2011:86) further mentioned that according to the DHS Housing Allocation Strategy, in the UISP, the housing needs of illegal invaders of land are registered at the project initiation stages and the project is designed for the specific needs of the individuals in the areas. Immediately, once the housing needs survey has been concluded, the local authority needs to register the details of all prospective beneficiaries on the National Housing Needs Register and National Housing Demand Database so that they can be approached to filling the application forms for serviced stands. The strategic plan states that where the UISP projects also cater for additional stands for persons who have registered their needs on the National Housing Demand Database (and who presumably do not reside in the settlement), the same allocation process is applicable to integrated residential development programme projects.

3.4 AVAILABLE FUNDING

Tissington (2011:87) stated that local authorities are mandated to make a 10% minimum capital contribution towards the upgrading project and are encouraged to give more. The local authorities are expected to use other sources of funding as “capital counter-funding”. This is subject to the municipalities affording the capital counter funding. The local authorities are permitted to also utilise the Municipal Infrastructure Grant funding to finance their counter-funding requirements under the UISP. Local authorities must also assume responsibility for the operations and maintenance of all infrastructural services rendered under the UISP. This responsibility also applies to all operations and maintenance of social amenities and facilities. These costs are over and above the capital contribution and should come from non-housing sources in the municipality.

Huchzermeyer (2011:80) stated that urban planning in African cities deals with informal settlements either by eradicating or by replacing them. Sometimes they find the residents another place to reside and relocate their inhabitants to formally planned houses, where they will have to pay rates and taxes, or by applying the exception of in-situ upgrading – the recognition and permanent incorporation of informal developed neighbourhoods into the city. Policies for urban competitiveness such as SPLUMA have shunned applying this exception. Instead, they are against the signs of informality

ever having existed. The management of human mobility in terms of such policies is concerned with the needs and perceived desires of a skilled middle class.

Huchzermeyer (2011:80) further stated that whether by design or by default, this control of human mobility has included efforts to push the poor away from the city and to cater to the basic needs and not the desires of only a small proportion of the existing poor, often through flagship delivery projects. The same and current policies are perpetuating the inequality, spatial fragmentation, to the extent that urban informality is the only means of habitation and livelihood for a large percentage of the urban population. Whether displaced to the urban periphery, hidden in spaces which the authorities have forgotten about or relocated to uncompetitive localities, and its overlap with what is now referred to as 'slums', persists in this context (seemingly it must persist). A clear understanding of the actual urban formality is required so that this situation can be confronted.

Furthermore, Huchzermeyer (2011:60) stated that South African cities are shaped by discriminatory and repressive apartheid planning. The planning policies for apartheid are still existing and implemented in South Africa even after 25 years into democracy and freedom. South Africa is expanded by powerful and far from equitable market processes, driving apartheid's planned inequality and exclusion even deeper, and effortlessly overriding attempts at urban democratisation and integration. Furthermore, informal land occupation by the poor has not been entirely ineffectual in shaping the city.

The informality in Hout Bay in Cape Town was brought and created by the poor people who forcefully took over land in those areas. The high-income suburb of Hout Bay would still contain no independent black low-income residents if there was no illegal land invasion other than those renting in servant's quarters. However, the densely populated and overcrowded, low-income enclave in Hout Bay remains an exception, as post-apartheid town and urban planning has failed to restructure the city into a more equitable habitat, conducive to a healthy coexistence and with an intentional narrowing of the income disparity gap (Huchzermeyer, 2011:60).

3.5 CHALLENGES OF WAITING LIST (NATIONAL HOUSING NEEDS REGISTER) IN SOUTH AFRICA

The Community Law Centre (CLC) and SERI (2012) stated that since 1994, the South African government, through its National Housing Subsidy Scheme, has embarked on a large-scale provision of RDP or BNG housing to indigent families across the RSA. Beyond two million state-subsidised houses have been built since 1994. The provision of these RDP or BNG houses has been a political tool in South Africa, forming part of the post-apartheid project to redress the socio-economic injustices of apartheid.

However, regardless of the huge delivery of houses since 1994, there is still a large number of people who are waiting for houses. This is confirmed by the National Housing Needs Register, which has become one of the reasons for the mushrooming of local so-called 'service delivery', also by protests across the country in recent years.

Housing delivery has become a hot political potato and subject to politicking and protest, particularly in the context of medium to large subsidised housing projects undertaken by national, provincial and local authorities (CLC & SERI, 2012).

The CLC and SERI (2012) further stated that the main issue around housing provision is that there is a 'waiting list system', which makes people to be in a housing 'queue'. This queue means that people have to wait for their turn to receive houses. This queue works in terms of 'first-come-first-served' process. Any way to circumvent this system is referred to as 'queue jumping', and this term is consistently used by politicians, local authority and provincial government officials.

The units to deal with the invasion of land has been established in some municipalities across South Africa. The premise that the local authorities are moving from is that people invade land with an idea that the government is going to respond quickly to their housing needs as compared to the beneficiaries who are waiting in the National Housing Needs Register. By so doing, they believe they will be 'jumping the queue'. It should also be noted that illegal invaders of land in most instances, are protected by the Prevention of Illegal Eviction from and Unlawful Occupation of Land Act, 1998. There is an assumption, often unarticulated, among the public that the system in place operates in a rational way.

According to the CLC and SERI (2012), one reason for this continued myth is that the rhetoric of the National Housing Subsidy System and modality of the project-linked subsidy programme and RDP housing projects are extremely pervasive. The terminology used to outline the processes put in place to deal with a specific type of housing programme, has 'colonised' all other housing programmes, even though there are many ways one can access different types of housing, besides the RDP or BNG programmes.

People can also have access to the following types:

- Informal settlements upgrading through the UISP.
- Emergency housing.
- Social housing.
- Community residential units.

It also appears that a huge percentage of families who receive RDP or BNG houses are involved in informal sales or transfers of their own government houses. They either rent or sell their houses for cash and move back to shacks in backyards or informal settlements to be close to economic and social opportunities. This has happened a lot in Duncan Village in East London. People of Duncan Village are relocated to an area called Reeston, which is far away from the East London CBD with no social amenities. This make people to either lease or sell their houses in Reeston so that the person can be closer to economic opportunities.

In the human settlements sector, housing allocation in South Africa seems to be mainly about access to resources and power and has little to do with individual housing needs (CLC & SERI, 2012). The politicking around housing provision are worsened by the fact that the South African housing delivery programme is widely alleged as corrupt. CLC & SERI (2012) showed that the perceptions relate not only to the amount of real corruption that has been exposed over the years, but also to the 'clumsiness', opacity, confusion and capriciousness that exists within the housing programme. Although maladministration, fraud and corruption exist and appears to be widespread, it also appears that much of the anger and confusion, which often culminates in protest, arises from a lack of information and explanation of some technical and banal processes and systems.

According to Ndamase (2019:5), an Eastern Cape ANC ward councillor was embroiled in a dodgy 'house sale' after three people have accused her of defrauding them of thousands of rand. Apparently, the ward councillor and her husband sold a house to three people without involving any conveyancers to deal with the transfer of the property. It is alleged that the husband received R300 000 to his Nedbank bank account from one of the buyers of the property and the husband also confirmed receipt of the payment. However, when he was asked about another buyer that already paid them R50 000 for the same house, he went quiet for a moment and then he said he did not want to comment further about the matter.

There are numerous interventions in all three spheres of government in South Africa on policies, systems, tools, databases and processes in place to determine housing needs (CLC & SERI, 2012); furthermore, to assist with the allocation of RDP or BNG houses to qualifying beneficiaries. The Human Settlement Sector environment is complex and is known by dishonesties, misinformation and confusion, which has led to protests, illegal occupation of newly built or unfinished RDP houses. The human settlement space is also known by court cases in relation to challenges in housing provision and allocation. Ministers, members of the Executive Council, proportional representatives and ward councillors, as well as officials responsible for the human settlement policy in the RSA, all spheres of government, would like to create a picture that housing allocation is a normal process, which prioritises those in the greatest need, and those who have been waiting the longest for a subsidised house. The ideologically and emotionally charged concept of a 'waiting list' is symbolic.

The CLC and SERI (2012) was emphatically to state that the waiting list is non-existent. Instead there are different and sometimes contradictory, policies and systems in place to tackle the issue of housing needs. These ranged from housing request databases and the National Housing Needs Register which endeavour to react deftly to the quickly changing nature of housing needs; lottery frameworks, which designate housing to qualifying recipients by some coincidence, in a way that has nothing to do with need or period of time spent on the list; and other, exceptionally localised, idiosyncratic and frequently community based strategies for allocating housing created to adjust to neighbourhood circumstances.

Over and above this, there are new housing policies, which seem to be in contradiction with the logic of a waiting list altogether. There is the emergency housing programme, which concentrates on addressing exigent housing crisis emerging from eviction or natural disasters. There is also the UISP, which takes as its major qualification criterion residence in a set geographical area. The policies do not refer to anything that talks about the length of time and the waiting list. They do not even need prospective beneficiaries to have been registered themselves for housing prior to commencing of a project. While the informal settlement and emergency housing programmes cater for people, irrespective of how long they have been registered for housing subsidy or whether they have been registered at all, they can at least be said to be targeted towards those in the most acute housing need (CLC & SERI, 2012).

According to the CLC and SERI (2012), there are also various unofficial, and often illegal, mechanisms at play with regard to allocation of houses in South Africa. In the first place, there is a great deal of corruption in the allocation of housing in South Africa. It is alleged that thousands of public servants managed to get themselves allocated RDP or BNG houses, which are seemingly intended for indigent people who are in greater need for the government assistance. Secondly, folks who would otherwise qualify for RDP or BNG housing often take occupation of houses without them being 'officially' allocated. The Daluxolo Informal Settlement Upgrading Housing Project in Ward 11, NU6 Mdantsane, is a typical example of the project whereby correct beneficiaries invaded their own houses without seeking a permission to the local authority, whatsoever. However, the political leadership of the municipality took a decision that the people need not be removed from the houses as long as the beneficiary has occupied his or her own property.

This aforementioned category includes blatant political 'invasions' of housing, as well as unofficial processes which might involve payment of a bribe or might just reflect an administrative error. Thirdly, due to how the Housing Subsidy System works, it may be that there are prospective beneficiaries registered as having qualified for and been allocated, it may be sold or informally transferred by poor beneficiaries in need or ready for wanting to live closer to economic opportunities elsewhere in the country, or within the urban area.

According to the CLC and SERI (2012), what needs to be emphasised and be accepted is that housing allocation is not a simple queue-bound process. Furthermore, the housing waiting list and 'queue' are just mythologies. It has been going on for some time where the 'waiting list' and 'queue' language used by government officials, politicians and courts have been used to shut down any other to gain access to land and housing.

It is therefore a known fact that there are multiple entry points into the state housing system, ranging from being homeless due to eviction or displaced from one's home by a natural disaster. In other situations, people enter the system through informal settlement upgrading. Last, but not least some people are accepted and approved into a social housing scheme. Government officials, in other words, need to refrain from the language of 'waiting list' and 'the queue'. These terms should be avoided from being used as they are misleading and confusing and a new terminology that is less confusing, should be used.

3.6 CONCLUSION

This chapter has discussed different legislation and policies that encourage informal settlement upgrading in South Africa. For instance, the Constitution of 1996, The Housing Act, the National Housing Code (2003 & 2009), the NDP Vision 2030, Upgrading of Informal Settlements, and DHS interventions within the BCMM.

Furthermore, the chapter has discussed the challenges and manipulation of the waiting list or housing queue, or what is now called the National Housing Needs Register in South Africa.

It should be noted that there are good policies to deal with the issues surrounding informal settlements in South Africa, for instance, section 25 (1) of the Constitution states that "no one may be deprived of property". This is a fundamental of citizens in terms of property. Section 26 (1) states that "[e]veryone has the right to have access to adequate housing". This, therefore, means that government has a constitutional obligation to provide services such as water, sanitation, roads, electricity, shelter and toilets to citizens.

Furthermore, the Housing Act encourages a healthy and safe environment for the citizens of the RSA. Chapter 13 of the Housing Code discourages the eradication of

informal settlements, but rather encourages the upgrading of informal settlements. This directive is also supported by another policy directive from the BNG policy which was approved and adopted by Government in 2004.

The government of South Africa has a plethora of relevant policies to deal with the issues of informal settlements. The challenge is that there is a lack of drivers to pursue and drive the implementation of this plethora of informal settlement policies so that some of the challenges can be tackled and be alleviated.

Chapter 4

INFORMAL SETTLEMENT-RELATED CASE STUDIES: NATIONAL AND INTERNATIONAL

4.1 INTRODUCTION

This chapter seeks to discuss different case studies on informal settlements within South Africa and internationally. The case studies that will be discussed is the informal settlements in Zanzibar; the favelas in Brazil; the Mandela informal settlement in Mpumalanga in South Africa; the Hangsberg informal settlement in the City of Cape Town, South Africa; and the Folweni informal settlement in Amanzimtoti, north of Durban, South Africa. The case studies about the aforementioned informal settlements were chosen because there are similarities in many aspects when you compare them with the Mdantsane informal settlements. Therefore, the purpose of choosing these case studies was based on the premise that the BCMM can learn from the aforementioned case studies. The good practice will have to be emulated in the Mdantsane informal settlements.

4.2 INFORMAL SETTLEMENTS IN ZANZIBAR, TANZANIA

Ali and Sulaiman (2006:2) stated that informal settlements have been referred to in many ways depending on the planning and legal framework of a country where it exists. The informal settlements are mostly made by low quality houses and lack of, or inadequate infrastructure and social services such as clinics, schools, police stations, parks and creches. Informal settlements have been seen as a challenge, but on the other side of the same coin, as a solution to housing needs in speedily growing cities; many of those are in developing countries.

Ali and Sulaiman (2006:2) went further to state that the quick expansion of the trade, investment and other economic opportunities during the early nineteenth century resulted in a booming growth. This resulted to a huge number of people settling in the towns of Zanzibar. The Zanzibar towns started growing and some new residential areas were established due to the economic boom. It is further stated that in the twentieth century, over 50% of land in Zanzibar was under Waqf. This therefore gave

an opportunity for poor and indigent families from Tanganyika and peripheral, and far from rural areas, to construct houses and establish homes on the lands without any planning regulation and control.

Ali and Sulaiman (2006:2) furthermore stated that subsequent to land invasions in Zanzibar, in 1923 the colonial government led by foreigners, conducted a study on issues related to housing. The study produced a strategic plan that proposed better typologies of houses and a better system of collection and managing waste with sanitation in areas where the Swahili were residing. The Lanchester Strategic Plan was followed by the first planning law, Town and Country Planning Decree, which is still in use in Zanzibar. This was a comprehensive piece of legislative prescript, which gave significant power to the municipalities. It set a framework for planning, land use and control and encouraged orderly developments or the orderly and progressive development of lands in urban and rural areas.

Ali and Sulaiman (2006:3) went further to state that the uprising in 1964, which freed Zanzibar from the British rule produced a fundamental shift on the Political and socio-economic landscape, including land nationalisation in the country. Quite a few the agriculture land in the western and central parts of Zanzibar was confiscated and allocated to the needy and landless families on a three-acre basis. The new regime in government adopted a socialist path and started on several development projects, including what later turned out to be an ambitious housing scheme, which aimed at providing decent houses to all inhabitants. The new regime assumed the new role of direct housing provided to its citizens, whom before that were living in poor houses. Thus, new multi-storey buildings were constructed in various areas on the isles.

Furthermore, Ali and Sulaiman (2006:3) stated that during the process of constructing houses for the 'poor' in Zanzibar, the urbanisation process and movement of households from rural areas happened in huge numbers and were overwhelming. Due to a higher demand of houses compared to the available resources to provide houses, the government could not cope with the housing demand. The urbanising families took a decision to build informal shelters wherever there was vacant land. The chairperson of the ruling Afro-Shirazi Party and other local leaders played a critical role in allocating plots that were not planned and surveyed. The plots that they illegally allocated were for residential purposes. This is exactly like the South African context where leaders

of the community will illegally allocate land for informal settlement purposes, that on the other hand, are encouraging the mushrooming of shacks.

Cirolia et al. (2016:15) supported the above statement by stating that during the mid-twentieth century, informal settlements increasingly began to be seen as an inevitable, but temporary, by-product of urbanisation and modernisation. Furthermore, people who migrate from rural areas to cities initially cannot afford to build, buy or rent adequate housing, and instead prefer to access low standard housing quickly and cheaply in informal settlements close to employment opportunities. As they find employment and get a steady income, they eventually invest in upgrading their housing conditions or enter the formal housing market.

Ali and Sulaiman (2006:3) went further to express that the usage of the all-inclusive strategy could not deliver private plots to satisfy the need of the expanding number of urban dwellers. Forthcoming recipients hung in vain for plots in arranged areas; thus, they opted to occupy the land wrongfully. Numerous individuals who lived in the previously mentioned settlement areas had fruitlessly applied for private plots at the land offices.

The regime of the third stage demonstrated high resilience to the informal settlements, as it was felt that the financial gains would stream down to poor people and the shrouded hand of the market forces would take care everything being equal, including the spatial ones. This general reason did not happen, and the informal settlements not utilized before grew at a fast rate than initially anticipated by the planners. In fact, the International Monetary Fund of the World Bank sponsored adjustment policies that have been blamed for fuelling the urbanisation process as they “destroy the rural lives” (Ali & Sulaiman, 2006:5). Furthermore, Ali and Sulaiman (2006:5) stated that despite all hardships and lack of jobs and employment opportunities, young people continued to migrate to cities throughout this period. The International Monetary Fund enforced policies of agricultural deregulation and were accelerating the exodus of rural labour to urban slums even as cities ceased to be the job engines.

4.2.1 Challenges associated with informal settlements in Zanzibar

The following challenges that have been experienced in Zanzibar because of mushrooming of informal settlements can be noted (Ali & Sulaiman, 2006:5):

- **Inadequate formal land redistribution:** Ali and Sulaiman (2006:5) expressed that since the commencement of the presence of informal settlements, one of the significant causes has been disappointment or a powerlessness of the responsible institutions to give residential plots to the ever-expanding urban populace.
- **Lack of resources:** The legislature has been encountering serious lack of monetary resources to repay individuals to buy land for urban development. In like manner, the land authority has restricted limit as far as qualified urban planners and surveyors.
- **Poverty:** At the focal point of informal settlement spectacle lies a condition of destitution. With a normal yearly for every capita pay of under US\$200, a large portion of the populace can be grouped as incredibly poor. To develop a house in a planned area, one needs to have cash to purchase a plot to construct a "better than average house". All things considered, a plot of 400 m² is sold at US\$4 000 and US\$5 000 (proportionate to R60 000 and R75 000) which is far-off for some occupants.
- **Socio-cultural:** There are as yet numerous urban inhabitants who feel good living in informal settlements and see it as the main spot where you appreciate 'Swahili Life' which involves sharing and fellowship among neighbors. They consider the all around well planned zones, for example, Mombasa, Mbweni and Mazizini in Zanzibar, to be places for individuals of high salary.
- **Pollution of water:** The expansion of informal settlements has been a significant reason for contamination of groundwater sources, which some of them are situated on the outskirts of Zanzibar.
- **Deforestation:** Natural forests and catchment regions are being attacked by the growing human settlements. This practice has decreased the measure of groundwater and brought about ecological debasement.
- **Pollution from solid and liquid wastes:** There is a challenge of a good system of waste management in Zanzibar. This situation is worse in the informal settlements and the reason is that there are no waste collection points. The piles of garbage are scattered in and around residential areas, which leads to

environmental and health problems. Few residents opt to bury or burn their waste close to their residences (Ali & Sulaiman, 2006:11).

- **Flooding:** Random development of houses has blocked numerous natural waterways and has prompted frequent floods during the blustery seasons. A high housing concentration, which the greater part of the informal settlements are described by, makes common drainage of storm water progressively troublesome because of a high portion of fixed land. Flooding which brings about the flood of pit toilets and septic tanks is additionally a significant reason for contamination of water sources and marine situations. Due to the non-presence of seepage systems, storm water makes huge puddles that become reproducing places for mosquitos, which is the reason for jungle fever and malaria.
- **Invasion of farms:** The uncontrolled expansion of human settlements has led to conversion of the best agricultural land into settlements. Furthermore, it is stated that Zanzibar records show that between 1977 and 1994, the Zanzibar town has expanded by 2 100 ha (or 21 km²) (Ali & Sulaiman, 2006:11)

4.2.2 POLICIES AND PLANS DEVELOPED IN ZANZIBAR TO ADDRESS the PROLIFERATION OF INFORMAL SETTLEMENTS

The Zanzibar Informal settlements have similar characteristics to the informal settlements in South Africa. Furthermore, the interventions by the government in Zanzibar in terms of policy development addressing informal settlements are similar to that of South Africa. In an attempt to address the rapid expansion of informal settlements in Zanzibar, the following system of plans and policies were developed as an attempt to regulate and control land use:

- **National Land Use Plan:** The plan has identified and proposed settlement development focuses of varying levels to decrease the developing issue of rural- urban relocation as a method for easing pressure on urban framework and utility services, transport and housing.
- **The Zanzibar Sustainable Project:** The main aim of the plan was to create groups within human settlements, toward advancement and environmental

administration. It recognized uncontrolled urban advancement as a significant issue requiring intervention. The project concentrated on making a successful and strategic institutional arrangement to manage the developing issues identified within human settlement improvement.

- **Sustainable Management of Land and Environment Project:** This project has structured a point by point program, which is focused on the improvement of informal settlements.
- **Poverty Reduction Plan:** This formed part of the implementation strategies of Vision 2020 and recognises the existence of informal settlements as one of the elements and a consequence of, the widespread poverty. Critical issues associated with squatter settlements are addressed, and detailed strategies of implementation have been outlined.

Specifically, the plan focuses on the reduction of rural–urban migration as a main cause and a result of poverty at an individual level.

- **National Housing Policy:** One of its essential intercessions is to improve the current informal housing stock with the goal that it offers appropriate forms of assistance to its clients, namely low-income households.
- **Local initiatives:** People of Zanzibar took note of all the plans and policies at their disposal and began to take their own initiative by introducing a form of informal planning in various residential areas (Ali & Sulaiman, 2006:5).

The Zanzibar case study has a lot of similarities with the South African informal settlements. The challenges have been highlighted in terms of poverty, water pollution, flooding, invasion of land. Furthermore, they also have issues of a lack of refuse collection by municipalities, and as a result inhabitants burn their own domestic refuse. There are a lot of lessons that could be drawn in this case where both countries can learn from each other. The chapter also discussed the policies that were developed in Zanzibar in an attempt to address the mushrooming of informal settlements in the country.

4.3 CHALLENGES OF THE FAVELAS IN BRAZIL

Salingaros, Brain, Duany, Mehaffy and Philibert-Petit (2006:33) stated that the Brazilian government wished that favelas would simply disappear, and their residents would spontaneously migrate to the countryside, but powerful global economic forces ensured that this was not going to happen. There should be acceptance of housing the poor by urbanists and accept that favelas are a social phenomenon. It is important to explore the way and means of making the best of the existing situation.

Salingaros et al. (2006:34) further mentioned that it is not always easy or even desirable to accept an existing favela and upgrade it into a better place to stay. First, it is often the case that squatter settlements have grown on polluted or toxic ground, on unstable soil, on steep slopes or in a flooded area. Periodically, their inhabitants are killed by natural disasters, and there is little that can be done to retrofit a settlement on dangerous ground in order to make it safer. Second, squatter settlements illegally invade natural sanctuaries that are significant for regenerating oxygen required for towns and cities. These features are critical and pivotal for urban populations, and they must be well looked after, nurtured and be prevented from encroachment and destruction. Third, squatter settlements cause noise, air, soil, water pollution and human waste that damage the rest of the city. Therefore, this challenge cannot be overlooked. What is worse is that the government is reluctant to legalise a particular favela, helping it to treat its waste benefits throughout the whole city (Salingaros et al., 2006:34).

The favelas in Brazil have something in common with the Mdantsane informal settlements; they also lack services such as sanitation and natural features. The natural vegetation competes with the spaces to build favelas and in most informal settlements developments there is no consideration of species and plants that they might be extinct due to reckless behaviour.

Salingaros et al. (2006:34) furthermore stated that a precedent was set in Latin America, especially in Columbia. The only obstacle – and it is a profound one – is the philosophical conviction that the favela geometry is out of place in a modern world and society. Therefore, with that kind of thinking, people will always rather want to eradicate and demolish the favelas instead of repairing and maintaining them. However, it is needed that the process of repair and self-healing of urban fabric is

understood. The refurbishment of favelas should not be influenced by the latest sophisticated and highly technical and technological equipment and machinery. Dissenting with the conservative planning beliefs, the geometry of the favela should therefore be accepted and its main shortcomings, such as the lack of services, sanitation and natural features, need to be pointed out.

In most cases, the urban fabric is perfectly adapted to the topography and natural features of the landscape. What is usually lacking is the space for trees and greens. The sad truth is that most trees are cut down and used as building materials. Vegetation competes with people for space. The poverty of the favelas often includes poverty of plant life. It is a luxury in the favelas because of the living conditions. Even so, many residents will try to maintain a small garden if that would be possible.

A solution to the problems and or challenges of favelas is being offered and it is as follows:

- The technique is profoundly adaptable, and its standards stay substantial regardless of whether the circumstance changes.
- An arrangement of steps, taken a couple at once, can fix the favela's unpredictable urban texture.
- More than anything, it is basic to advocate a procedure of support, embracing a significant part of the developed geometry where it seems to work, and interceding to supplant pathological structures.
- Plumbing and sterile facilities are fundamental.
- Sidewalks are generally significant, and are painfully required on a favela, which is a walker realm. Having genuine walkways raise the favela to an increasingly lasting 'higher class' urban typology.
- The systems could be presented under the current structure fronts to decide precisely where the walkways ought to be constructed.
- Streets in a favela are for the most part of low quality, in the event that they are even paved, so power, sewerage, and water systems could be presented under the streets.
- After the structures are strengthened, the road may finally paved.

- Taking some direct clean measures can limit filth and sickness.
- It would not be important to bulldoze a favela to get a clean neighbourhood.
- Embarking on that activity will surely not raise the salary level of its occupants, nor improve their social conditions.
- Relocating individuals into the solid shelter bunkers may look great on a photograph, however cuts their societal associations, unfavourable exacerbating situations.
- It is realized that when destitute individuals are persuasively expelled from a human scale neighbourhood into tall building obstructs, their social attachment compounds calamitously.
- On the other hand, numerous social issues are just not resolvable by urban morphology alone (Salingaros et al., 2006:35).

Furthermore, Salingaros et al. (2006:35) stated that a favela is usually constructed on weak, temporary materials. The state can help its residents to gradually rebuild their houses using permanent and stronger materials. This therefore does not imply replacing the typology of the house but replacing unstable roofs or walls. Salingaros et al. (2006:35) suggested that the opportunity be used to install plumbing and install electricity. Therefore, a house made of cardboard, wooden planks and corrugated tin can be reconstructed in a similar form using bricks, concrete blocks, and more solid panels provided cheaply by the government. Occasionally, the households residing in the squatter settlements are only waiting until they get a legal deed to the land they live on; then they rebuild their homes using more permanent material and financed by their accumulated savings. However, government is sometimes reluctant to invest anything more than the barest minimum in the building or structure.

Salingaros et al. (2006:35) further stated that in some places, government needs to be tolerant about the favelas and legalising its plots has come under sharp criticism from social activists who see this as facile solution for a government to take. The allegation is that by simply legitimising an unhealthy slum, the government rejects its responsibility of building more permanent social housing. There is a view that the magnitude of social housing problems is so vast as to be almost insoluble. This, therefore, by simple economics put a comprehensive solution out of reach. The

approach that needs to be implemented is to proceed with one step at a time, retrofitting those portions of favelas that can be made healthier, while at the same time building new housing following an organic paradigm. If these steps succeed, then they can be repeated indefinitely, progressing towards long-term amelioration.

According to Salingaros et al. (2006:35), banks, governments and building companies are captivated by economies of scale and are less sensitive to economies of place and differentiation is needed to repair a neighbourhood. Wielding a blunt and relatively primitive economic instrument, they would less prefer to wipe out the neighbourhood and build it all over again. Wiping and the favelas and starting to build homes Instead of upgrading the favelas is much better in monetary terms.

Salingaros et al. (2006:36) came to the conclusion that governments are reluctant to bother with small-scale urban interventions; instead, they sponsor only large-scale interventions since it saves them costs. Yet, living urban fabric must be maintained by an enormous number of small-scale interventions, which is essential in the process of organic repair. Institutions such as banks are generally unwilling to bother with small loans meant for small-scale buildings in poor neighbourhoods. All banks, however, operate also on a small scale administering small accounts and loans.

Salingaros et al. (2006:36) concluded that in recent years concepts such as micro-financing, micro-energy generation, mother centres, technology centres, urban farming, composting toilets, and other ideas, have been successfully implemented and that these small-scale processes can eventually make a huge positive difference to both favelas and social housing. They are all in keeping with the insistence on the small scale as a mechanism for self-help in such communities and establishing a sense of community in a dysfunctional population in these small-scale solutions, representing resource independence, offering a healthy alternative to trying to impose central control.

4.4 MANDELA INFORMAL SETTLEMENT IN MPUMALANGA PROVINCE, SOUTH AFRICA

The Mandela informal settlement was first settled in 1990 on the metropolitan land that was put aside as a cushion strip between the Botleng Township and the town of Delmas in Mpumalanga (Urban Landmark, 2008:5). The area was originally occupied

by two groups with differing but complementary agendas. The main group was comprised of ANC activists who occupied the land illegally as a form of protest against the local authority. The subsequent group was comprised of youthful families and single individuals who had been leasing shacks and backyards in the township and who were either disappointed with their property owners or felt that they required bigger plots or homes to suit their prerequisites. Oral declarations assumed a significant job in residency security in the settlement (Urban Landmark, 2008:5).

Urban Landmark (2008:5) further stated that a local leader, referred to as a 'cultural authority' or 'induna', receives money or transactions for payment. He is not considered to have any real authority, beyond the role of witnessing. The witnessing process is used mainly as a way to defend the rights and claims on the land that households have transacted in the informal market, should a dispute arise. There are between 2 000 and 2 500 individuals or 480 households living on the municipality-owned buffer strip, which was a typical apartheid era land use for segregating the white town and the black township. The local authority has decided that the settlement needs to be relocated and the municipality has developed its own register which is used to identify households that need to be relocated and provided with RDP units.

In respect of how the land is accessed, Urban Landmark (2008:5) stated that land is accessed in three ways. Most households identify an open space and occupy it by initially demarcating the boundaries of their property and then constructing a shack on the site. The second method of accessing land is to receive a 'gift' from a friend or a family member who is already living in the settlement. Family units who occupy land or get a gift do not require authorization from anybody to set up their homes, and just proceed with occupation. The last and least normal strategy is to purchase a shack from a current family and afterward to move into the unit when the first occupant has moved out, however it is normal that this exchange is seen by the local authority figure to legitimize the deal.

According to Urban Landmark (2008:5) the settlement is currently very nearly 20 years of age and is steady. Families perceive one another and their privileges to remain. There is no conventional improvement panel or any sort of representation, which implies that the community is subject to one another to help bolster claims to land and property. Furthermore, the Mandela informal settlement has an informal property

market, but this market deals with shacks, not land. There is a clear understanding that the land is not owned, but that the shacks are. Prices for shacks in the settlement averaged about R500.00 in 2001. The price of a one-room properly built shack nowadays starts from R10 000.00. This therefore means that a three-bedroom shack can cost around R30 000.00 in the year 2020, whereas 19 years ago a shack was sold for only R500.00.

The offer to purchase a shack is publicized through conversing with other community individuals and is a dull procedure, where the shack proprietor and the planned purchaser arrange a cost between them. The exchange is written on paper and the deal is then taken to the induna. He observes the deal, signs his name on the bit of paper, and charges a rate for his administrations. When the exchange has been seen, the exchange is viewed as genuine by the remainder of the community (Urban Landmark, 2008:5). In the informal settlement there is land management and the closest thing to a land manager is a 'cultural authority' (induna) but there is no organised entity or committee or individual with any control, and to a large extent, it seems as if residents simply do as they please. The municipality had plans for the land, but it has now been declared as dolomitic soil which will be a challenge to develop and as such the prospective beneficiaries will be relocated to another site (Urban Landmark, 2008:5).

The proof of acquisition of the property is in the form of a document obtained from, or receipt witnessed by the induna, or occasionally an affidavit signed by SAPS. The witnessed document is also supported by community recognition of ownership and the legitimacy of the 'cultural authority'. In congruence to that process, a municipal register is kept indicating which households have been registered for relocation. The register is accompanied by a shack number and is kept on the municipal housing database. Numbers are spray-painted onto shacks and are proof that the shack and household have been registered (Urban Landmark, 2008:6).

Urban Landmark (2008:5) confirmed that the government does not acknowledge the shack sales at all, although the shack numbering exercise and registration process appear to give some level of recognition of existing household claims to a relocation site. Therefore, the residents recognise shack sales, and feel that they have some claim to stay in the area but do not recognise any transactions involving the land itself.

The induna's witnessing role is having some sort of disjuncture to the local authority registration process.

4.5 HANGBERG INFORMAL SETTLEMENT, CITY OF CAPE TOWN, SOUTH AFRICA

As indicated by Urban Landmark (2008:7), the multi-storey structures on the slopes of the Hangberg Mountain were built during the 1970s to settle the families who were working for the local angling companies. During the 1980s the local authority developed 25 rental structures to rent them out. Neither the hostels nor the flats were sufficient, and the units before long turned out to be full and stuffed. Therefore, the family units started to construct informal dwellings behind the rental structures and at the foot of the sentinel mountain. These units were developed with the authorization of the local authority, which gave every family a letter of consent to live there. The greater part of the family units comprehended the letter as verification of securing residency.

Urban Landmark (2008:7) further stated that in 2007, the City of Cape Town in collaboration with the Hangberg in-situ Development Association (HiDA) entered into an agreement that 302 families would be included in the infill upgrade. The remaining units be dealt with at a later stage or if there are newly erected shacks, it would be demolished following all the due processes.

As per Urban Landmark (2008:7), HiDA and the Development Action Group made a community to register to decide the details of the endorsed 302 units, just as business as usual of the remainder of the settlement. The register gives information on who possesses what, just as the degree of the site and the specific area of every unit. It was the initial phase in the upgrading procedure as a methods for making sure about residency and the title for land. It has additionally been utilized to monitor changes of informal possession or legacy inside the settlement. The issue is that the settlement is on land, which is owned by different entities, some municipal and provincial, with claims by a private landowner to be a piece of the settlement. Luckily, the vast majority of the region is zoned as a general local location, which is helpful for future human settlement improvement.

Urban Landmark (2008:8) further stated that in the period before the register was developed and implemented, the land was accessed and allocated in different ways. Approval was either obtained from setting homes on available the local council representative, or families took occupation of vacant sites and built their own homes. In previous years, the community simply knew who live where and who owned what property. Extended families have historically demarcated land for friends or family members to build their own houses but there were instances of families demarcating land to build homes on available land without having known the households in the settlement.

Urban Landmark (2008:7) further stated that the challenge in the settlement was that the land had multiple owners, some owned by the municipality, and some by provincial authorities, with claims by a private owner to be part of the settlement. Fortunately, most of the area was zoned as a general residential area, which is useful for future housing development. In the settlement, land ownership or occupation are recorded on the community database, but not everyone obliges. Land occupation is no longer possible as any community database this provides current and future rights. If, however, a house is sold without using the current system, then there is a great deal of uncertainty as to what the new owner thinks he or she has bought. Therefore, all the households in the register are considered as part of the in-situ upgrade programme. Households and units who do not appear on the database are considered unauthorised and illegal and their rights are unclear.

Urban Landmark (2008:7) stated that previously there were no rules regarding transactions and households bought and sold as they pleased but now the sale forms and SAPS affidavits are requested by HiDA and are kept by the community committee that also deals with the issues of acquisition or purchase of land. The committee and individuals kept and used their affidavits as proof of purchase and access to rights. It is also important to note that what is being sold is not the land per se but rather the shack only. The register or community database provided access to future housing and development rights and potentially formal ownership in the future.

According to Urban Landmark (2008:8), HiDA and the City of Cape Town, in collaboration with the Development Action Group, are dealing with the land and registration process. HiDA is trying to control land use, land transactions and illegal

housing growth. The City of Cape Town handled the issue of demolition of new units and ring-fencing the settlement not to grow any further. The Development Action Group supported the tenure programme and the land database. The database was used as evidence of rights and informal ownership and each household had a registration number attached to their profiles. The HiDA forms confirmed by an affidavit by SAPS, were also considered to be evidence of ownership and provided proof of transaction.

4.6 FOLWENI INFORMAL SETTLEMENT IN AMANZIMTOTI, KWAZULU-NATAL PROVINCE, SOUTH AFRICA

Folweni is an informal settlement with approximately forty thousand prospective housing beneficiaries located in Amanzimtoti south of Durban (Urban Landmark, 2008:3). These households have originated from forced removals of the Umlazi Township around 1981. The forced removals were perpetuated by the KwaZulu-Natal government. Generally, forced removals in South Africa were associated with the Group Areas Act, Act 41 of 1950, enacted under the apartheid government of South Africa. Therefore, constrained evacuations are ordinarily connected with expulsions of dark individuals from white zones. Right now, expelled individuals were not given authority authorization to remain in Umlazi and were moved to an elective site (Urban Landmark, 2008:3).

The Folweni people group has a complicated foundation and history, especially in regards to land property and unique belongings by the Amanzimtoti Mission Reserve with possession later being moved to the nearby chieftain, boss Sobonakona Makhanya. This implied Folweni was never officially settled as a previous homeland under the Black Communities Act, announcement R293 of 1962. Authorization to possess (PTO) authentications were legitimate documents that permitted individuals to occupy houses without owning them. PTOs were known as "low-grade title deeds". The explanation being that they are not full title deeds, thus alluded to as "low grade title deeds" (Urban Landmark, 2008:3).

Urban Landmark (2008:3) stated that in 1990, private sector companies commissioned developers to construct top structures for their staff members who were expected to pay off their loans from the company over a period. The scheme collapsed and could not work as planned. The residents were only granted PTOs, not title deeds, and the

high cost of loans forced many to dispose their units informally. After the first democratic government elections held in 1994, local government councillors became the *de facto* housing authority.

They indicated imminent inhabitants' properties and gave them consent to possess them. There are reports of approaching family units taking over PTOs of past inhabitants in informal land exchanges. This market action was encouraged for the most part by overhearing people's conversations and councilors. Councilors appeared to go about as 'present day indunas', controlling access to land and giving authorization of individuals to settle.

Urban Landmark (2008:4) stated that the most used way of initiating the disposal was through relaying messages orally, this can be referred to 'word of mouth'. However, councillors were also seen as facilitating the disposal and were often contacted by people wanting to buy or sell housing, behaving as a type of estate agent. Due to the reason that the houses could neither be sold nor bequeathed officially, witness by the councillor and some form of documentation was regarded as enough evidence for transferring ownership to the next person. This type of proof of purchase was acceptable in the community.

Urban Landmark (2008:4) stated that indunas were acting as the official land and property managers who controlled and managed access to the area. However, in the post-1994 period, there was a twist in the way of doing things as the politicians took over power from traditional leaders, commonly known as indunas. The councillors took the management and control function and began to facilitate transactions and decide who would access or not access the land in the settlement. Urban Landmark (2008:4) further stated that between the 1980s and 1990s the local community recognised all the various forms of evidence provided by both the state and councillors and made no distinction within the formal economy between the various documents. This evidence included official documents in the form of PTOs from the state, and allocated by the induna, and later, unofficial papers such as letters from the councillors, receipts or sales agreements. All these documents had social legitimacy at local level.

Urban Landmark (2008:4) expressed that at a later stage, the Upgrading of Land Tenure Rights Act (1991) was applied by the state to upgrade PTOs to full title deeds. Sadly, the act could not acknowledge the letters from the councilors, receipt of offer,

or deals understandings as they held no official position, so the state just perceived and recognised official PTOs. This got trying for inhabitants without the PTOs in light of the fact that they were prohibited from getting proprietorship and having their residency moved up to full possession with a formal titled deed. Subsequently, there has been an strenuous procedure to get the provincial and local authority to recognise the cases of inhabitants without PTOs, or with some other proof of casual possession.

4.7 CONCLUSION

The chapter has discussed five case studies of informal settlements. Three case national case studies are in Mpumalanga, KwaZulu-Natal and the Western Cape provinces. The purpose and the reasoning to embark on such an exercise were to acquire different perspectives and approaches in resolving the challenges regarding informal settlements. Furthermore, the purpose was to understand the way of life as well as challenges encountered by households and communities who are residing in different geographical locations, be it in South Africa or beyond the borders of South Africa.

The lesson that can be learnt from the analysed case studies was that the Zanzibar case and the Mdantsane informal settlements are similar in that they are both of low quality housing, there is a lack of inadequate infrastructure, and there is lack social services such as clinics, schools, police stations, parks and day-care centres. People were building their informal houses without following any legislative prescripts. This was also happening in Mdantsane. In Zanzibar there is a policy or plan that is meant to regulate and control planning and housing development. Therefore, the Lanchester Strategic Plan is similar to SPLUMA which is also meant to regulate and control planning with South Africa and also in the Mdantsane Township.

The Brazilian government wish favelas away, just like the South African government that wished informal settlements in South Africa away, including the Mdantsane informal settlements. The then National Department of Housing in South Africa had a target to eradicate informal settlements by the year 2014. However, that target was never met and there was a policy shift to rather upgrade the informal settlement. The reason for that decision was that the growth rate of informal settlements was faster than the delivery of low-cost housing.

The favelas in Brazil have something in common with the Mdantsane informal settlements; they also lack services such as sanitation and natural features. The natural vegetation competes with the spaces to build favelas and in most informal settlements developments there is no consideration of species and plants that they might be extinct due to reckless behaviour.

In the Mandela informal settlement in Mpumalanga, they have similar ways of illegally occupying land for informal settlement purposes than that of the Mdantsane informal settlements, for instance they identify land, demarcate and build their informal structures and thereafter settle. In some cases, the new person will bring a 'gift' to the chairperson of the local committee so that he can be allowed to demarcate a piece of land to build a shack. The gift could be in the form of cash or in kind. Another form of settling in the informal settlements is to buy an existing shack and that is also common in the Mdantsane informal settlements. They are also building shacks not to occupy or use them for their own but to make business of selling them to make money for themselves. In the Mandela informal settlement, the shack numbering exercise and registration give invaders some sort of recognition that they are known by the authorities.

The case of the Hangberg informal settlement in the City of Cape Town is different from the other informal settlements because the households were given permission by the City of Cape Town to settle. Lesson that can be learnt from this informal settlement is that there is good management by the community members in that there was an agreement that no further invasion can be allowed. Therefore, there was a registration of existing shacks, and new shacks are being demolished as per their community agreement.

The Folweni informal settlement towards the south of Durban also has a different background as compared to the normal informal settlements of Mdantsane. It was established as result of apartheid laws. The Folweni informal settlement households were supposed to have been built houses by the apartheid government as they were forcefully removed from where they have been residing before. The settlement was supposed to have been categorised as an R293 township so that households get all the necessary infrastructural services such as other existing townships in South Africa. However, that was not the case in Folweni. They were only given what was called PTO

certificates. Some families decided to dispose their plots and councillors were also facilitating the sales and they serve as 'estate agents'.

Chapter 5

RESEARCH METHODOLOGY

5.1 INTRODUCTION

The research methodology gives attention to the research and the kind of tools and procedures to be used. The first point of departure should be dealt with through the tasks such as *collection* and *sampling* of data.

Gorard (2001:10) argued that the purpose of sampling is to use a relatively small number of cases to find a much larger number. The group a researcher wishes to study is termed the population and the group involved in the research is the sample. When results are collected from the sample, the researcher will want to generalise (or apply) the results to the population. Since the population is the group to whom the results can be generalised it should always be defined in advance as the target of the research.

According to Creswell (2012:26), there are six steps that need to be followed when conducting a research study. The study begins with identifying a research problem or issue of study. It then consists of reviewing the literature; advancing direction through research questions and statements; and collecting, analysing, and interpreting the data. This process culminates in a research report presented and potentially used by the relevant authority or community or entity.

The research should look at the individual (not linear) steps in the research process and the most objective (unbiased) procedures to be used (Babbie, Mouton, Vorster & Prozesby, 2001:54). Furthermore, Cloete (2002:152) stated that diverse techniques can be used for data collection. It should be noted that some of the most advantageous and recognised techniques include standardised questionnaires, focused interviews, structured observations, tracing (systematic observation of the physical environment to find reflections of previous activity not produced to be measured by observers), literature search, study visits, archival records and simulation and each method has its own associated advantages and disadvantages.

Clarke and Dawson (1999:35) stated as follows:

Evaluation research is a form of applied research which aims to produce information about implementation, operation and ultimate effectiveness of policies and programmes designed to bring about change. In contrast to what may be termed basic research, the primary objective is not the discovery of new knowledge but rather the study of the effectiveness with which existing knowledge is used to guide practical action.

Clarke and Dawson (1999:35) further argued that what makes a distinction in evaluation from basic research is the purpose for which data is collected. Evaluation research has no methodology of its own; it differs from no evaluative research and focuses more on objective or purpose than on design or execution. Clarke and Dawson (1999:35) argued that while basic scientific research is more concerned with adding to an existing body of knowledge, programme evaluation is conducted to inform decisions, provide more clarity regarding options and policies. Patton (1986), cited in Clarke and Dawson (1999:35), considered the difference in objectives to be abundantly clear when he categorically asserted that research is aimed at truth and evaluation is aimed at actions.

Creswell (2003:181) stated that qualitative research uses multiple methods that are interactive and humanistic. The methods of data collection are growing, and they increasingly involve active participation by participants, and sensitivity to the participants in the study. Qualitative researchers look for involvement of their participants in data collection and seek to build rapport and credibility with the individuals in the study. They do not disturb the site any more than is necessary. In addition, the actual methods, interviews, and documents now include a vast array of materials, such as sounds, emails, scrapbooks, and other emerging forms. The data collected involves text (or word) data and images (or picture) data.

Teddlie and Tashakkori (2009:27) argued that the research questions for the QUAL (qualitative method) and QUAN (quantitative method) phases are related to one another and may evolve as the study unfolds. Sampling is an area where mixed method studies can employ both probability (primarily QUAN) and purposive (primarily QUAL) procedures, plus a few other techniques to mixed method studies. Mixed method data analysis involves the integration of the statistical and thematic techniques, plus a few other unique strategies such as triangulation and data conversion. Triangulation refers to the combination and comparisons of multiple data sources, data collection and analysis procedures, research methods, investigators,

and inferences that occur at the end of a study. Furthermore, the three different communities or distinct sets of characteristics are methodologically described by using the Qual–Mixed Method–Quan Continuum. A more accurate and productive way of looking at the relationship among these communities is to imagine them as three overlapping circles with a two-pointed arrow running through them from left (QUAL orientation) through the middle (mixed method orientation) to the right (QUAL orientation) (Figure 5.1).

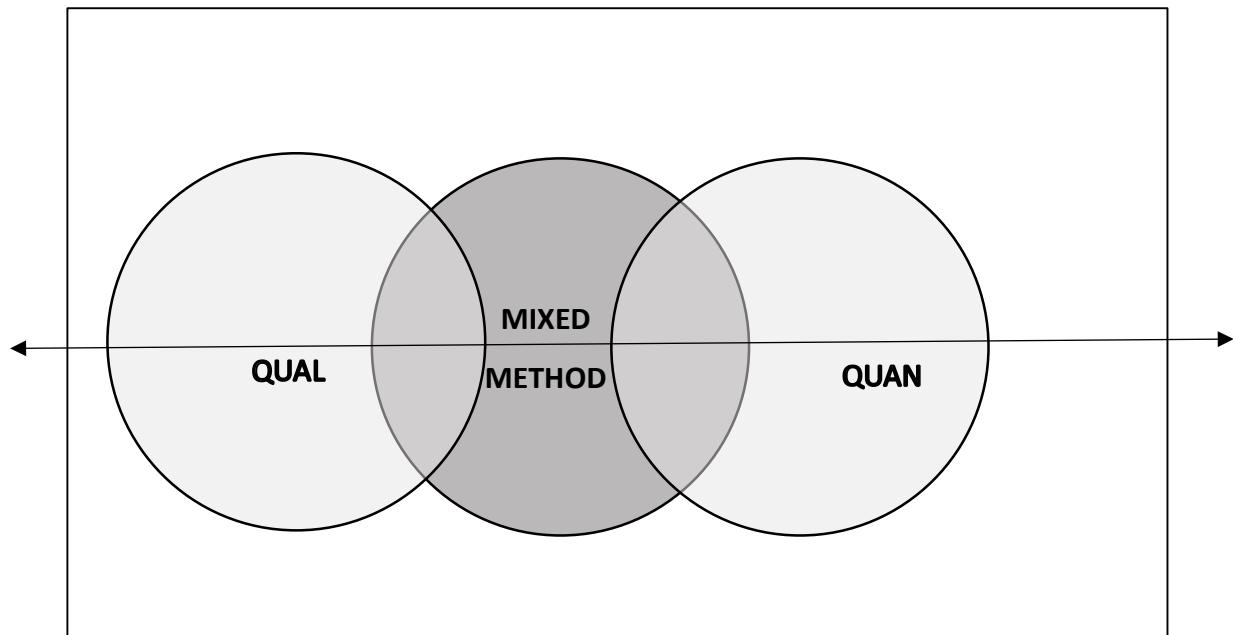


Figure 5.1: Illustration of the Qual–Mixed Method–Quan continuum

Source: Teddlie and Tashakkori (2009:28)

It should be noted that this research study has largely implemented a quantitative method and, to a lesser degree, a qualitative method. Creswell (2003:153-154) argued that a survey design provides a quantitative or numerical description of trends, attitudes, or opinions of a population by studying a sample of that population. From the sample results, the researcher generalises or makes claims about the population. In an experiment investigator may also identify a sample and generalise it to a population; however, the basic intent of an experiment is to test the impact of a treatment (or an intervention) on an outcome, controlling for all other factors that might influence that outcome. As one form of control, researchers randomly assign individuals to groups. When one group receives a treatment and the other group does not, the experimenter can isolate whether it is the treatment and not the characteristics of individuals in a group (or other factors) that influence the outcome.

environment. The names of clinics and ward numbers where they are located are contained in Table 1.3.

Furthermore, questionnaires (Appendix 16) were also distributed to three police stations in Mdantsane to determine the types of crimes committed in and around informal settlements and in Mdantsane at large (see Table 1.4). However, two police officers working in different police stations in Mdantsane were uncooperative in providing the researcher with completed questionnaires. The researcher made numerous phone calls to these individuals as well as to their administrative assistant but without success. Out of three police stations, there was only a single policeman who was cooperative and supplied the requested information. However, without the cooperation of the remaining two police officers, this information was of little use.

The questionnaires were self-administered, and participation was voluntary, and some questionnaires were distributed by email and others were physically distributed to respondents. All the questionnaires were distributed to a sample of BCMM officials who are directly and indirectly involved in human settlement programmes and to the household families who are residing in the sampled informal settlements.

Respondents were required to express their opinions on the statements by crossing an 'X' in the relevant boxes. A five-point Likert scale was used, and the scale was as follows:

- 1= Strongly disagree
- 2= Disagree
- 3= Neutral
- 4= Agree
- 5= Strongly agree

5.4 RESEARCH STRATEGY

The diagram in Figure 5.3 explains the process that has been undertaken by the researcher to conduct the research study. In addition to what is explained in Figure 5.3 regarding the process that has been undertaken, Creswell (2012:7) argued that the research process consists of six steps. These steps are:

- Identifying a research problem.

- Reviewing the literature.
- Specifying a purpose for research.
- Collecting data.
- Analysing and interpreting the data.
- Reporting and evaluating research.

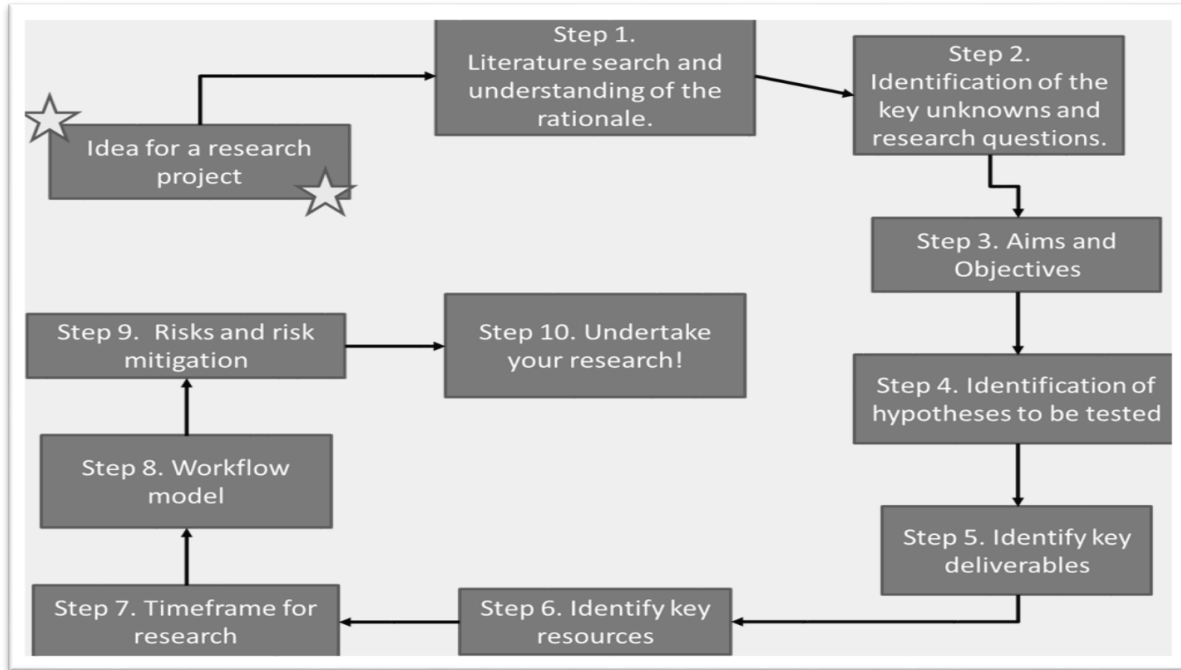


Figure 5.3: Flow diagram of the process employed in carrying out research

Source: Creswell (2012:7)

All these seven steps are shown in Figure 5.4. The process explained by Creswell (2012:7) is almost like the process shown in Figure 5.3 that has been undertaken in this research study.

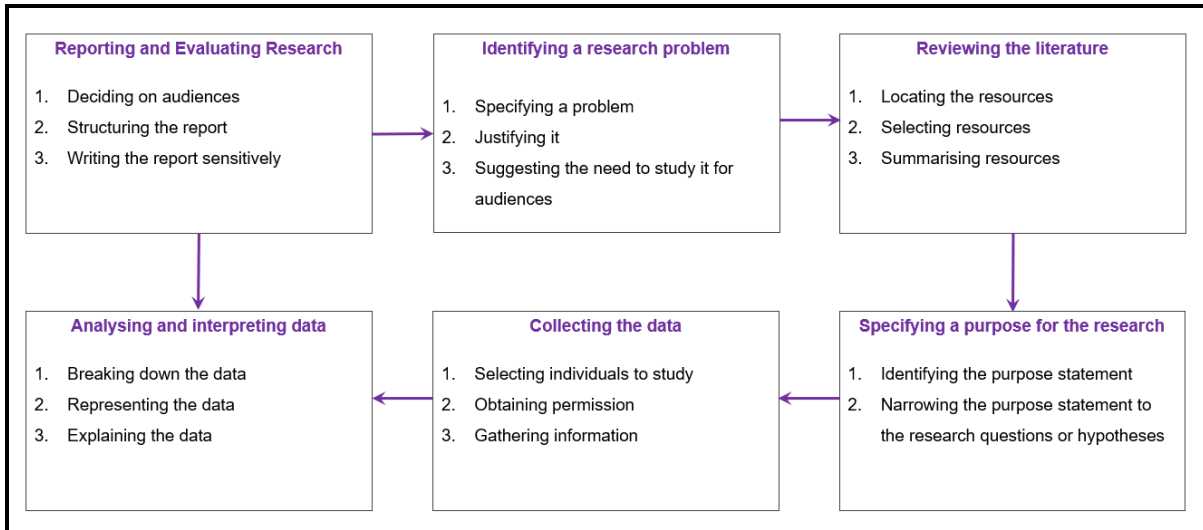


Figure 5.4: The research process cycle

Source (Creswell, 2012: 8)

The Bournemouth University (2019) supported these stages of research development by encouraging the compliance to the following steps in conducting research (Figure 5.5):

- Developing your research strategy.
- Developing your proposal.
- The research process.
- Publication and dissemination.
- Impact.

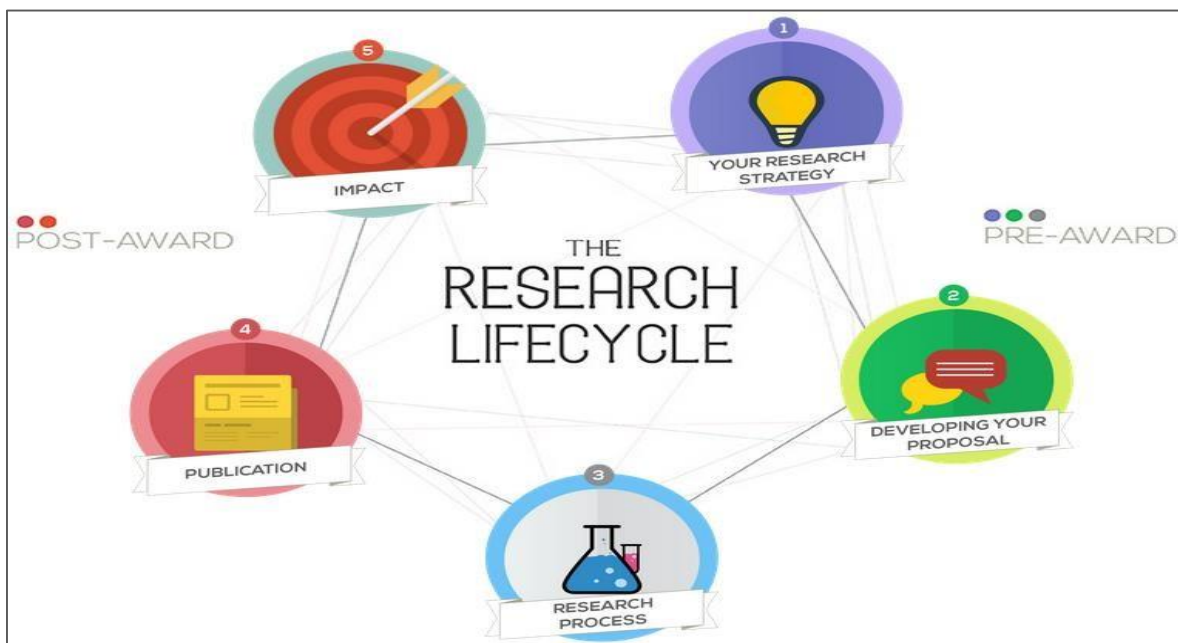


Figure 5.5: The research life cycle

Source: Bournemouth University (2019)

5.5 DATA GATHERING

The research was based on two types of data: primary and secondary data.

5.5.1 Primary data

The views of the officials who were directly (the officials that had a mandate to provide human settlements) or indirectly involved (the officials whose mandate was not human settlement provisioning) formed the primary data for the study. The views of the households who resided in the Mdantsane informal settlements were also used as part of the primary data. The primary data consisted of the empirical data and was collected in the form of self-administered questionnaires. Some of the questionnaires were distributed physically and some were distributed to the respondents electronically. The researcher preferred to physically deliver the questionnaires so that he could personally interview the respondents and provide clarities where necessary. However, in cases where officials were not available, the questionnaires were delivered electronically.

5.5.2 Secondary data

The secondary data was used as basis for the background study in respect of the topic. Data was obtained from published literature sources such as journals, books, conference papers, newspaper articles written by investigative journalists, internet articles and some documents such as unpublished articles that exist in the public domain. Relevant dissertations and research papers from various universities were also taken into consideration in compiling this dissertation.

5.6 RESEARCH METHODOLOGY

5.6.1 Collection of data

The information was gathered through the collection of data from the housing policy, legislation, housing sector plans, the BCMM informal settlement study, Mdantsane informal study, and the Duncan Village informal settlement study. Questionnaires were

distributed to a sample of 202 families of the research population residing in the informal settlements in Mdantsane Township.

The following types of sampling techniques have been used:

- **Purposive sampling:** Purposive sampling was used in cases where the speciality of an authority can select a more representative sample that can bring more accurate results than using other probability sampling techniques. The process involves nothing but purposely handpicking individuals from the population based on the authority's or the researcher's knowledge and judgement.
- **Judgemental (purposive) sampling:** The researcher uses his or her own judgement to select what seems like an appropriate sample.
 - a) **Questionnaires:** Questionnaires have been distributed through purposive and judgemental sampling methods to the respondents as mentioned in Tables 1.1, 1.2, 1.3 and 1.4.
 - b) **Data collection:** The purpose of the data collection was to investigate the relevant information on the topic.
 - c) **Findings:** Based on the research study findings, compilation of the study pays attention to the Housing Act (RSA, 1997), the Housing Code of 2003 (as amended in 2009), the RSA DHS (2004), relevant informal settlement upgrading programmes and the outcomes of the interviews and the analysed relevant information.

5.6.2 Method

Descriptive statistics were employed to collect, organise and present the data. The primary function of descriptive statistics is to assist with understanding the experiment or data set in detail and was used to inform the reader about the required details that are required to put data into perspective (Castillo, 2010).

5.6.3 Target population and sample

The respondents for this research study comprised of 202 people who reside in 20 sampled informal settlements in the Mdantsane Township. It should be noted that the total number of households in all 20 informal settlements is 2066. Therefore the 202

sampled households make up approximately 10% (9,7%) of the households overall. This information is illustrated in Table 1.5. Furthermore, ten officials from relevant departments of the municipality were also used as respondents. The population sample targeted the project managers who are directly and indirectly involved in dealing with informal settlements through provision of services, acquisition of land, planning, surveying, registration of prospective beneficiaries into the National Housing Needs register, collection of solid waste and provision of adequate housing.

Mouton and Prozesky (2001:186) stated that the choice of the population to be sampled is immensely influenced by the available data and the population size, and argued that “in considering the sample size, factors such as financial implications and desired level of accuracy needs to be taken into consideration”. For this research, the sample size in respect of this study was 202 households residing in informal settlements, ten BCMM officials, four clinics, and three police stations (Table, 1.1, 1.2, 1.3 and 1.4) above. However, only one out three police stations managed to complete the questionnaire.

Table 1.5: number of sampled households and the total population of the study

NAME OF INFORMAL SETTLEMENTS	WARD NUMBER	POPULATION PER INFORMAL SETTLEMENT	SAMPLE PER INFORMAL SETTLEMENT
1. HANI PARK	11	21	10
2. HLALANI	11	29	10
3. PHOLA PARK	11	36	10
4. RAMAPHOSA	11	20	10
5. DUMANOKWE A	11	39	11
6. DALUXOLO	11	111	11
7. NKOMPONI	12	172	10
8. DACAWA	12	344	10
9. MATHEMBA VUSO	17	180	10
10. MASIBULELE	17	203	10
11. NGIDI PARK	20	167	10
12. MATSHENI PARK	20	51	10
13. KHAYELITSHA	20	67	10
14. EMPILISWENI	20	26	10
15. EKUPHUMLENI	20	205	10
16. Z. SOGA 3	21	50	10

NAME OF INFORMAL SETTLEMENTS	WARD NUMBER	POPULATION PER INFORMAL SETTLEMENT	SAMPLE PER INFORMAL SETTLEMENT
17. NAZO PARK	42	33	10
18. SISONKE	42	149	10
19. LILIAN NGOYI	48	60	10
20. FRANCES MEI	48	103	10
TOTAL		2066	202

Source: Author (2019)

5.6.4 Questionnaire design

The survey instrument was a questionnaire formatted in Microsoft Word with closed-ended statements. The reason for closed-ended and well-structured questions was so that the researcher would be able to obtain accurate information. Sometimes open-ended questions might lead to obtaining irrelevant and unnecessary information in respect of a study in question. The questionnaire consisted of the following sections:

- **Section A** consisted of the demographic information of the respondents and included issues such as gender, age, years of experience involved directly or indirectly in human settlements (for municipal officials) or years residing in informal settlements (for community members).
- **Section B** covered the status section, where there were statements and questions whereby the respondents needed to select relevant statements on a five-point Likert scale.
- **Section C** covered possible solutions to the previous questions or statements mentioned in Section B. These were responded to on a five-point Likert scale.
- **Section D** showed that the respondents were requested to give their own views or general comments in respect of the plight of the household families residing in informal settlements.

5.6.5 Administration of questionnaire

The administration of the questionnaire was conducted in the following manner and phases:

- **Phase 1:** The researcher made the city manager of the BCMM aware of the kind of study undertaking.
- **Phase 2:** Completed the administration of five pilot questionnaires.
- **Phase 3:** Pre-tested the pilot questionnaire in order to improve the accuracy, completeness, credibility and quality of the final questionnaire.
- **Phase 4:** Developed and designed the questionnaire in Microsoft Word.
- **Phase 5:** The Researcher completed the survey questions on behalf of the respondents. Regarding the BCMM departments, some questionnaires were emailed, and some were delivered by hand. The questionnaires for police stations and clinics were all delivered by hand.

The purpose of personal delivery was done in order to further explain to the respondents so that any queries they might have would be clarified. This distribution method increased and improved response time. Furthermore, to provide clarity where necessary so that accurate responses could be obtained.

- **Phase 6:** The researcher reminded the respondents who had not responded by cell phone and by email to complete the questionnaires. All the questionnaires were received and analysed.

5.6.6 Limitations

As a result of the purposive and judgemental sampling methods that have been used in this study and the small sample size, the findings were descriptive or indicative rather than representative. The results therefore could not be generalised to the entire informal settlements of the Eastern Cape and South Africa. The response from the police stations was not desirable as two out of three police stations in Mdantsane could not respond to the questionnaires. However, that had no impact in exploring the living conditions of the households residing in informal settlements.

5.7 SIGNIFICANCE OF THE STUDY

This study will inform the top management in the BCMM, as well as the political leadership and relevant officials in spatial planning and development, the directorate of human settlements officials and other relevant directorates and departments on how best to deal with the plight of households that are residing in informal settlements,

when formulating a clear strategy to address the informal settlement challenges in the BCMM. The recommendations of this study will come in handy to assist the BCMM and other local authorities in moving forward. Furthermore, the study will contribute by exposing the challenges encountered by households who are residing in informal settlements in Mdantsane. Key considerations need to be taken into cognisance when attempting to address the key findings of this study by relevant authorities.

5.8 ETHICAL CONSIDERATIONS

In conducting the research, permission had to be obtained from the city manager of the BCMM. The head of department at the University of the Free State had to prepare a letter seeking for permission for the researcher to conduct his research in the BCMM departments and in the sampled informal settlements (see Appendix 1, 2, and 3). This has assisted in ensuring a smooth process and good cooperation by all relevant respondents. The information that has been collected and gathered during this research was treated with strict confidentiality and it was only used for academic purposes. The researcher has ensured that the data that has been collected was with the consent of the respondent whose identities will be kept anonymous.

5.9 SUMMARY

This chapter has discussed the different research methodologies. It has therefore attempted to define the mixed method, quantitative method and qualitative method approaches. Thereafter the chapter outlined the method implemented for conducting this research study. As mentioned previously, it was mainly a quantitative method used to conduct this research study and to a lesser degree, a qualitative method. The purposive and judgemental sampling methods were used.

The danger therefore for qualitative research conducted in isolation from numeric approaches is that it could be used simply as rhetorical basis for retaining an existing prejudice. Without a combination of approaches the researchers are often left with no clear way of deciding between competing conclusions. The argument is therefore not just that numeric evidence forms the basis of good qualitative studies, and it can be used to test its findings.

Chapter 6

RESULTS AND FINDINGS

6.1 INTRODUCTION

This chapter provides the main findings of the research regarding the exploration of the plight and living conditions of the households who reside in the informal settlements in Mdantsane Township. The findings focus on the following major points, problem statement, hypotheses and research findings as mentioned in Chapter 1:

- The informal settlement inhabitants are vulnerable to losing lives through shack fires and electrocution, where mostly children are victims.
- The families who are residing in informal settlements have challenges in delivery of services such as electricity, water, sanitation, sewerage, roads and storm water.
- The families residing in informal settlements are susceptible to different kinds of diseases due to the hazardous areas they are exposed to.
- The majority of households living in informal settlements have no formal jobs.
- Crime in the Mdantsane informal settlements.
- The status of formalisation and the upgrading process.

6.1.1 ANALYSIS OF RESPONSE RATE

In a survey study, the survey response rate applies to the number of respondents who answered the questionnaires, divided by the number of people who were sent questionnaires (the sample). This number is then multiplied by 100, so that it can be calculated and expressed in the form of a percentage. The response rate for this research is summarised in Table 1.6.

Table 1.6 summary of response rate analysis

Respondents	Targeted Sample	Number of Survey questionnaires completed or returned	Percentage of response
1. Informal Settlements Households	202	202	100%
2. BCMM official	11	10	91%
3. Clinics (Health workers)	6	4	67%
4. Police Stations (Police officers)	3	1	33%
Total	222	217	97.7%

It should be noted that the response rate of the survey is 97,7%. One BCMM official failed to return his questionnaire, despite numerous attempts to collect the document in question. The questionnaires were delivered to six clinics and only four questionnaires were completed and returned. The health workers who were unable to submit the completed questionnaires cited administrative protocols that needed to be followed in order for them to be able to complete the survey questionnaires, as the reasons for their failure to do so. In terms of clinics, the researcher made the decision to proceed without the outstanding two respondents as they were not going to render health survey component

insignificant. Three police stations were consulted and three questionnaires delivered to the relevant policemen who are tasked with attending to research related matters. Two of the three police stations' staff members were unable to complete or return the survey questionnaires. After numerous attempts were made to retrieve the questionnaires, only one was returned. The questionnaire was therefore rendered unsuitable for research purposes but was however, useful for indicating the types of crimes affecting households that reside in informal settlements.

6.2 RESPONSES BY THE MUNICIPAL DEPARTMENTS INVOLVED IN INFORMAL SETTLEMENTS IN GENERAL

6.2.1 Township establishment

The questionnaire was structured in a manner that the respondent will reveal whether the location of the informal settlements is developable or not. The question wanted the respondent to reveal the status of the township establishment (approval of the layout plan). The approval of the layout plan therefore means that the location of the informal settlement is therefore suitable for upgrading and formalisation.

Out of the 20 sampled informal settlements, 10 already had approved township establishment (layout plans). This therefore means that 35% of the sampled informal settlements were in the process of being formalised and upgraded.

The respondent from the city and regional planning division (Development Planning Department) of the BCMM stated that there were already many informal settlements and they continued to grow each day. Although government (the municipality) was trying its level best to address the issue, the municipality was fighting a losing battle. Too many people are dependent on government subsidies and are waiting for 'free' housing.

6.2.2 General plans

The question wanted the respondents to reveal the status of the general plans. The approval of the general plans meant that the location of the informal settlement would

therefore be suitable for upgrading and formalisation. Furthermore, it meant that brick and mortar housing can be erected or built on the site.

Out of the 20 sampled informal settlements, two already had approved general plans. This therefore meant that the BCMM can apply for the Housing Settlement Development Grant and the Urban Settlement Development Grant funding for human settlements, because 10% of the sampled informal settlements would be in the queue of getting funding from both national and provincial departments.

Under general comments, one respondents stated that “the creation of land parcel and securing of tenure thereby creating freehold title is fully dependent on having the parcels surveyed thereby creating a general plan as per the approved layout plan”. Furthermore, the existence of informal settlements and the existence of informal structures (shacks) made it difficult for the pegging of sites. The utilisation of temporary relocation areas must be fully implemented and effective to allow for the pegging of sites and for the erection of infrastructural services.

6.2.3 National Housing Needs Register

The question wanted to reveal whether the households from the 20 sampled informal settlements have been registered in the National Housing Needs Register. The research revealed that all twenty sampled informal settlements have been registered in the National Housing Needs register. This therefore meant that these households are in the queue for housing development within the BCMM and beyond the borders of East London but within the South African borders.

6.2.4 Roads and footpaths surfacing/tarring

The question wanted to reveal whether footpaths and roads have been created, surfaced and tarred for the twenty sampled informal settlements. The study revealed that all twenty sampled informal settlements had no tarred neither surfaced roads. The respondent from the roads branch in the BCMM stated that:

The BCMM does not provide roads or footpaths in informal settlements as the areas are often inaccessible for plant and machinery, and the land is often not suitable for the installation of services. Furthermore, the land is often not owned by the municipality and municipality. Therefore, the BCMM cannot spend public funds on land that doesn't belong to the municipality. In some cases where the land is owned by the municipality

and there is access where the roads branch will blade and provide a gravel and provide a gravel aside.

6.2.5 Storm water provision in the informal settlements

The question wanted to reveal whether there was a storm water management system in the twenty sampled informal settlements. The research revealed that there was no storm water management system. The respondent stated that as a government institution they are not permitted to spend public funds on land that does not belong to the municipality. Furthermore, informal settlements being unplanned have randomly placed dwellings with little or no space for services which makes it extremely difficult.

The dwellings are located on land that is unsuitable for development, which is at some instances steep, in a water course and or on a wetland. Infrastructure can only be constructed when the settlement is formalised or at least reconstructed in a manner that is conducive to the installation of engineering services and in a manner that would be efficient, effective and sustainable. Storm water drainage in these settlements is a challenge as this was not taken into consideration when constructing these structures. In most cases, the only remedy would be to relocate the informal settlement structures.

6.2.6 Top structures provision (houses)

The question wanted to reveal whether the process of providing the households that are residing in the twenty sampled informal settlements has started or not. The research revealed that in 4 out of 20 informal settlements the process has started, and it was in various stages of completion. The respondent stated that most of the informal settlements were still being planned and surveyed by the directorate of spatial planning of the municipality. The four areas that have commenced with progress towards construction were the Dacawa, Z. Soga, Daluxolo and Matemba Vuso informal settlements.

6.2.7 Electrification of shacks

The purpose of the question was to reveal whether the BCMM has electrified the twenty sampled informal settlements. It was revealed that 6 of the 20 informal settlements have been electrified and this can be interpreted as 35% of the sampled settlements that has been electrified.

The respondent stated that the electrification of informal settlements has not alleviated the illegal connections and theft of electricity; in fact, it has made it simpler to connect as the network was constructed closer to informal dwellings. Furthermore, maintenance has become a challenge, staff struggle to access equipment due to density of the houses. The respondent further stated:

It is recognised that informal settlements is urban reality, at least in the medium term, will be the only form of housing available to many residents. While the electrical and energy department is striving to electrify areas, these settlements should meet certain criteria.

High density of the informal settlements is a major hurdle in electrifying the informal settlements. Furthermore, to assist for safety purposes, the electricity department has suggested that up to four informal dwellings can be electrified on a site if areas are formalised. Additional land needs to be identified, so overflow of dwellings can be relocated to a new area. Once all of the above-mentioned issues have taken place both areas can then be electrified.

6.2.8 Water provision in the informal settlements

The purpose of the question was to reveal whether the twenty sampled informal settlements had water connections. Communal standpipes had been installed at all twenty informal settlements. Furthermore, the respondent concluded by stating that all informal settlements in Mdantsane had been provided with communal standpipes at a density of 50 households per standpipe or a walking distance of not more than 200 m from each household, which is in line with the RDP standards.

6.2.9 Sanitation (toilets) provision in the informal settlements

The purpose of the question was to reveal whether the twenty sampled informal settlements have been connected to sanitation (toilets). The research has revealed that all the sampled informal settlements have been connected to a full waterborne sewerage system.

6.2.10 Solid waste collection

The purpose of the question was to reveal whether the twenty sampled informal settlements have received waste collection services from the municipality. It was revealed that the municipality collects the domestic waste on different days of the

week. The respondent further stated that refuse collection in informal settlements was a challenge due to the following:

- Access to informal settlements is difficult due to illegal connections.
- Dense informal settlements with poor road conditions inhibit easy access for municipal trucks.
- Residents dump their refuse at a central point; however, the challenges are that they just empty their plastic refuse bags and this in turn increases illegal dumping.
- Distribution of receptacles (i.e. plastic bags) is also a challenge because they get their bags through their local rent office and they always complain when not receiving them.

6.2.11 Status of basic services in the twenty sampled informal settlements

The status of basic services for each of the twenty sampled informal settlements are shown in Table 6.1.

Table 6.1: The status of basic services of the sampled informal settlements

NAME AND NUMBER OF SHACKS	WARD	WATER	SANITATION	ROADS	ELECTRICITY	STORMWATER MANAGEMENT
HANI PARK (22 shacks)	11	2 communal standpipes	2 communal toilets	Road is tarred	Electrified	No Storm waters Management system
HLALANI (33 shacks)	11	1 communal standpipe	No toilets They use nearby bushes and self-constructed pit-latrines	Settlement is surrounded by a tarred road	There is no electricity reticulation in the settlement.	No Storm waters Management system
PHOLA PARK (27 shacks)	11	2 communal standpipes	2 communal toilets	Settlement is surrounded by a gravel road	Electrified	No Storm waters Management system
RAMAPHOSA (39 shacks)	11	2 communal standpipes	No toilets They use nearby bushes and self-constructed pit-latrines	Settlement is surrounded by a gravel road	There is no electricity reticulation in the settlement.	No Storm waters Management system
DUMANOKWE (20 shacks)	11	2 communal standpipes	No toilets	Settlement is surrounded by a tarred road	There is no electricity reticulation in the settlement.	No Storm waters Management system
DALUXOLO (111 shacks)	11	2 communal standpipes	2 communal toilets	No internal roads but the main road adjacent to the settlement is tarred	There is no electricity reticulation in the settlement.	No Storm waters Management system
NKOMPONI (172 shacks)	12	2 communal standpipes	2 communal toilets	No internal roads but the main road adjacent to the settlement is tarred	There is no electricity reticulation in the settlement.	No Storm waters Management system
DACAWA (253 shacks)	12	2 communal standpipes	2 communal toilets	No internal roads but the main road adjacent to the settlement is tarred	There is no electricity reticulation in the settlement	No Storm waters Management system

NAME AND NUMBER OF SHACKS	WARD	WATER	SANITATION	ROADS	ELECTRICITY	STORMWATER MANAGEMENT
MATHEMBA VUSO (180 shacks)	17	6 communal standpipes	4 communal toilets	No internal roads but the main road adjacent to the settlement is tarred	There is no electricity reticulation in the settlement.	No Storm waters Management system
MASIBULELE (203 shacks)	17	2 communal standpipes. No internal roads but the main road adjacent to the settlement is tarred	No toilets They use nearby bushes and self-constructed pit-latrines	No internal roads and the main road adjacent to the settlement is a poor gravel road	There is no electricity reticulation in the settlement	No storm water management system
NGIDI PARK (167 shacks)	20	2 communal standpipes	2 communal toilets	No internal roads and the main road adjacent to the settlement is a poor gravel road	There is no electricity reticulation in the settlement	No storm water management system
MATSHENI PARK (32 shacks)	20	2 communal standpipes	2 communal toilets	No internal roads and the main road adjacent to the settlement is a poor gravel road	There is no electricity reticulation in the settlement	No storm water management system
KHAYELITSHA (23 shacks)	20	2 communal standpipes	No toilets	No internal roads and the main road adjacent to the settlement is a poor gravel road	There is no electricity reticulation in the settlement	No storm water management system
EMPILISWENI (17 shacks)	20	2 communal standpipes	2 communal toilets	No internal roads and the main road adjacent to the settlement is a poor gravel road	There is no electricity reticulation in the settlement	No storm water management system
EKUPHUMLENI (53 shacks)	20	2 communal standpipes	2 communal toilets	No internal roads but the main road adjacent to the settlement is tarred	Electrified	No storm water management system

NAME AND NUMBER OF SHACKS	WARD	WATER	SANITATION	ROADS	ELECTRICITY	STORMWATER MANAGEMENT
Z SOGA 3 (50 shacks)	21	2 communal standpipes	2 communal toilets	No internal roads and the main road adjacent to the settlement is a poor gravel road	Electrified	No storm water management system
NAZO PARK 1 (33 shacks)	42	2 communal standpipes	2 communal toilets	Road is tarred, and internal roads are not required as the settlement is in linear manner	Electrified	No storm water management system
1SISONKE (149 shacks)	42	2 communal standpipes	2 communal toilets	Settlement is adjacent to a tarred road	There is no electricity reticulation in the settlement	No storm water management system
LILIAN NGOYI (60 shacks)	48	2 communal standpipes	2 communal toilets	Settlement is adjacent to a tarred road	There is no electricity reticulation in the settlement	No storm water management system
FRANCES MEI (103 shacks)	48	2 communal standpipes	2 communal toilets	Settlement is adjacent to a tarred road	There is no electricity reticulation in the settlement	No storm water management system

Source: Author (2019)

6.3 RESPONSES BY RESIDENTS

The overview of the findings will be categorised according to the sections of the structured questionnaire which was used to collect the data (Appendix 3). The questionnaire served to the residents was structured as follows:

- **Section A** consisted of the demographic information of the respondents and it included issues such as gender, age, years of experience involved directly or indirectly in human settlements (municipal officials) or years residing in informal settlements (for community members).
- **Section B** covered the status section is where there were statements or questions where the respondents needed to select relevant statements on a five-point Likert scale.
- **Section C** covered possible solutions to the previous questions or statements mentioned in Section B. These were responded to on a five-point Likert scale.
- **Section D** showed that the respondents were requested to give their own views or general comments in respect of the plight of the household families residing in informal settlements.

6.3.1 Section A

6.3.1.1 Informal settlements wards

Figure 6.1 illustrates the different wards and the names of informal settlements where structured questionnaires were administered by the Researcher on behalf of the respondents.

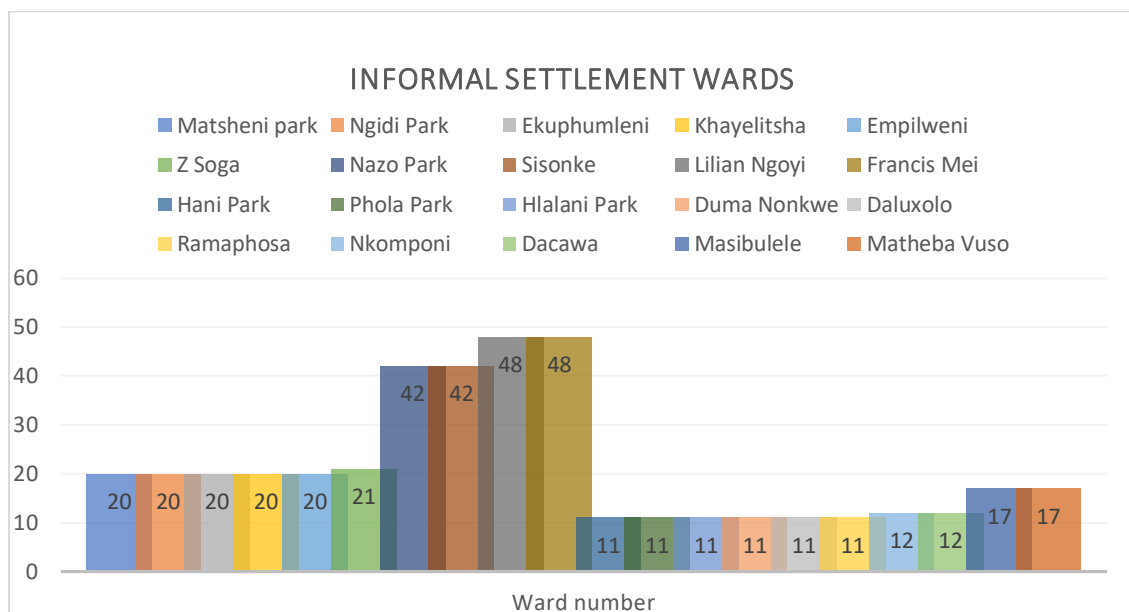


Figure 6.1: Informal settlement wards

6.3.1.2 Period staying in the informal settlements

The period the respondents have been staying in the different informal settlements is illustrated in Figure 6.2.

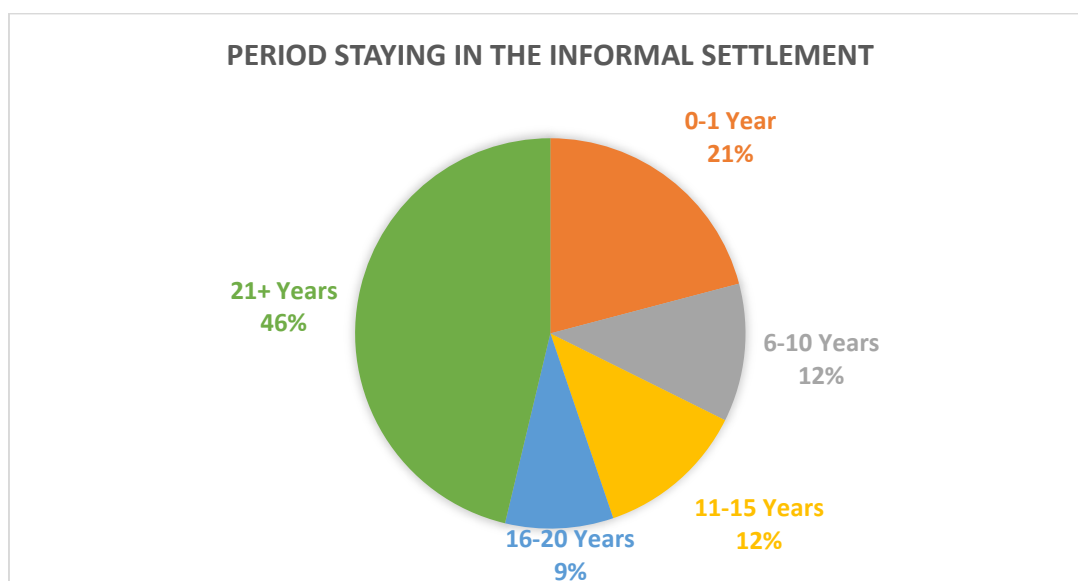


Figure 6.2: Period staying in the informal settlement

The above findings can be interpreted by stating that the majority of 46% of the respondents in the sampled informal settlements have been staying in the informal settlements for more than 21 years, and 21% were staying there for less than a year.

The DHS understands that families stay many years in the informal settlements and the informal settlement upgrading programme was therefore established to address the issue regarding the basic services.

Further to this was the realisation that the delivery model and attached or applicable legislation and planning processes ensured that housing delivery took an average between six and eight years. Therefore, informal settlement upgrading thus is a developmental process that needs to be a part of the whole that is human settlement delivery. The drive in the current climate is therefore to develop the incremental settlement process in such a manner that it will lead to access to integrated human settlements comprised of a range of housing typologies, that are mixed use and have access to a range of amenities, social spaces and services (Advertorial, Mail & Guardian, 26 June 2014).

6.3.1.3 Highest qualifications of head of households in the informal settlements

The findings are presented in Figure 6.3.

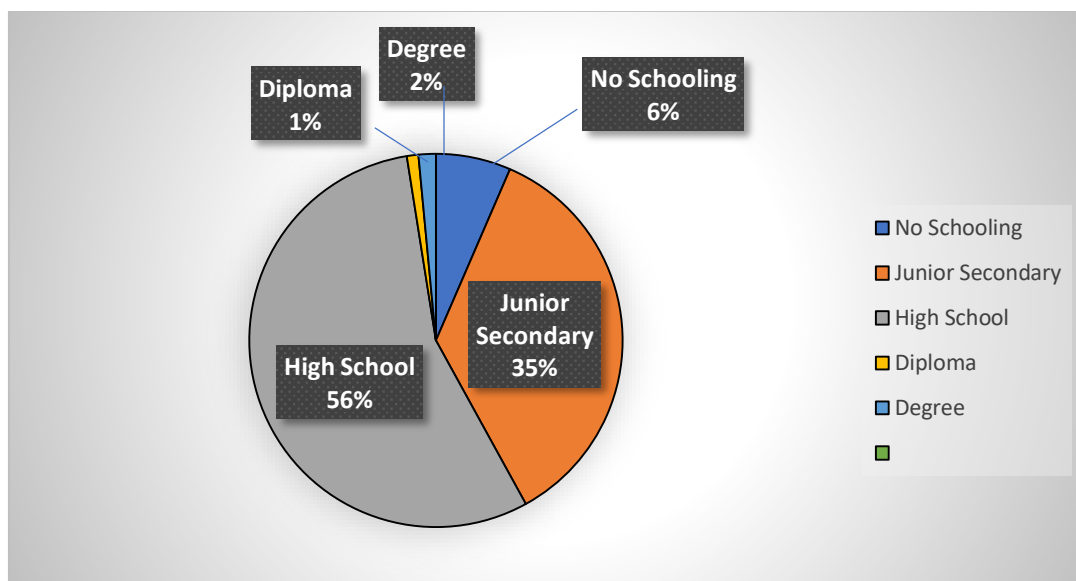


Figure 6.3: Highest qualification

The findings can be interpreted by stating that most of the people residing in the sampled informal settlements had no tertiary qualification. Out of 202 respondents, only 3% possessed tertiary qualifications. Only 56% of the respondents possessed a high school qualification. Furthermore, 6% of the households had never been to school and this therefore means that they were illiterate. These findings are supported by the statements by Aldrich and Sandhu (1995:18) when they stated that “the socio-

economic status of residents in the squatter settlements is low in terms of occupation and education of residents”.

6.3.1.4 Employment status of households in Mdantsane informal settlements

The findings related to the employment status in the sampled Mdantsane informal settlements as presented in Figure 6.4, can be interpreted by stating that 73% of the sampled households were unemployed. Only 22% were employed and 5% were self-employed.

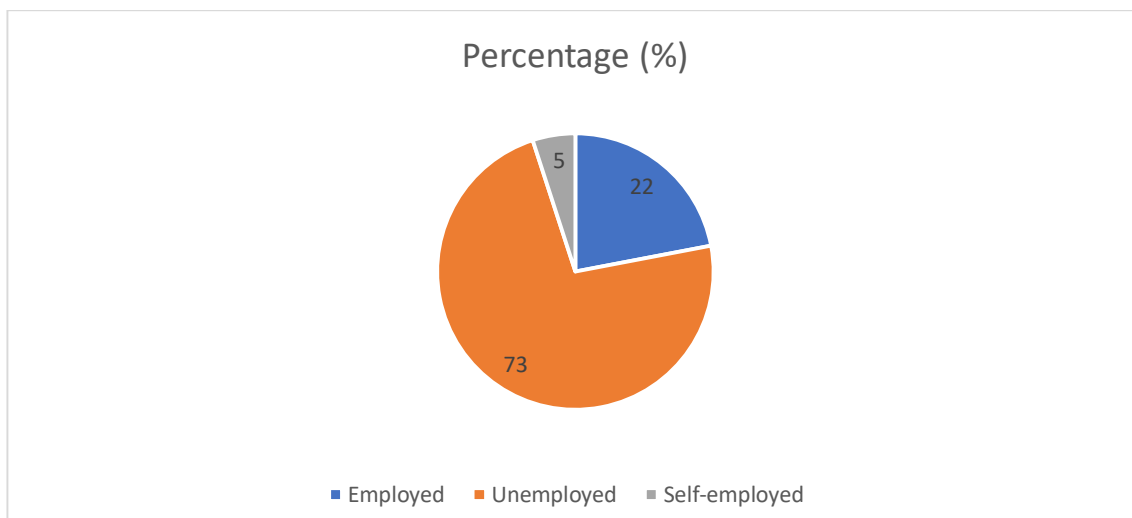


Figure 6.4: Employment status

Residing in the town or city seems to have some benefits to people in informal settlements to gain access to economic opportunities. However, the type of these jobs is modest. Very few appear to progress beyond entry level or low-skilled jobs. Such limited upward mobility could be a reason why there has been so much frustration and social unrest in these communities (Turok, 2015).

Mukorombindo (2014:2) stated that there are intra and inter (local and global) challenges that have contributed to the government’s inability to eradicate informal settlements by 2014. The human settlement backlog in 1994 was estimated at 1,5 million housing units, but the figure went up to 2,4 million housing units. This has been mainly caused by global economic pressures with increasing households failing to access housing finance and rural–urban migration as a result of lack of employment opportunities in rural areas pushing housing demand. Out of a potential workforce of 33 million, only 13 million are employed and nearly one in four South Africans are

unemployed. The 2011 Census (Statistics South Africa, 2011) showed large shifts in the need for housing towards larger provinces and urban centres in the country where employment opportunities exist. Zweni (2020:3) stated that South Africa's unemployment rate is currently 29.1%, which was the highest in 16 years.

6.3.1.5 Average age of the head of households in the sampled informal settlements

The majority of the people owning shacks in the informal settlements are between 51 and 55 years old and they made up 28% of the respondents (Figure 6.5). The minority was in the age group 16 to 25 years (9%).

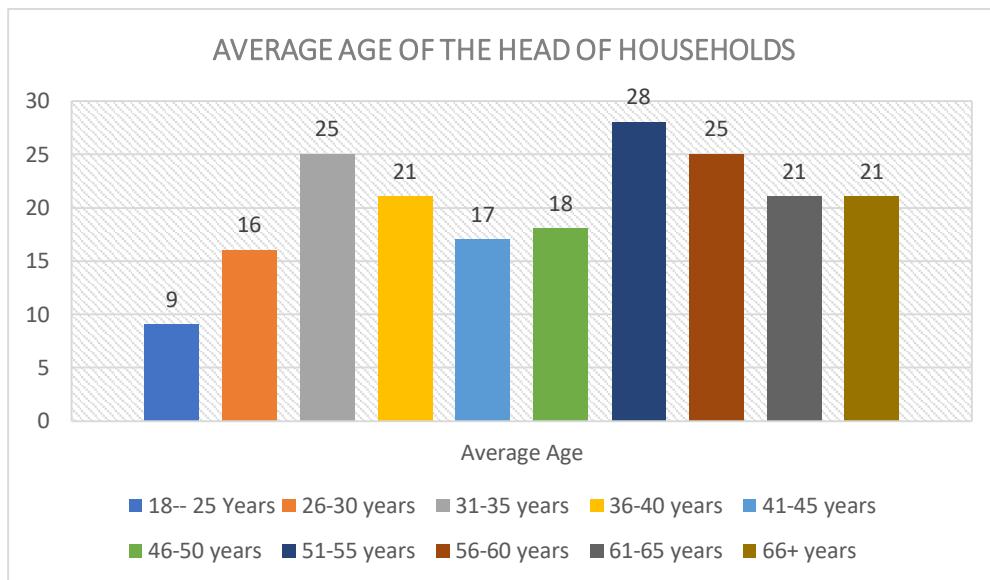


Figure 6.5: Average age of households

6.3.1.6 Gender participation

It was previously mentioned that a total number of 202 questionnaires were distributed by the Researcher to the respondents. The research has revealed that out of these 202 respondents, 117 were female and 85 were male (Figure 6.6). These findings can be interpreted by stating that in the sampled informal settlements there were more households headed by females compared to those that were headed by males.

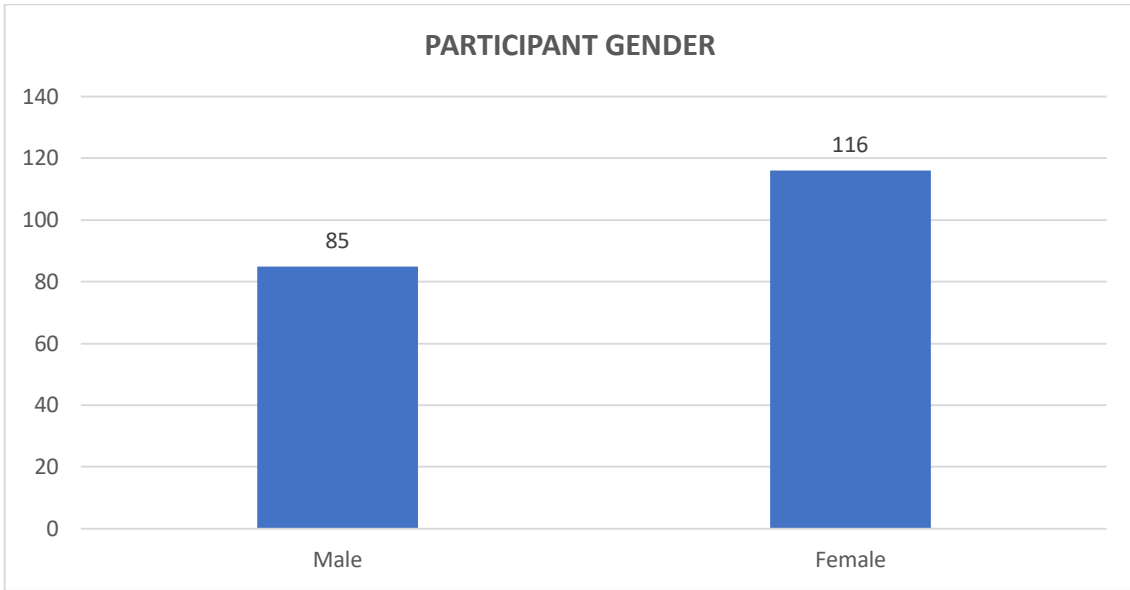


Figure 6.6: Gender participation

6.3.2 Section B: Status of amenities in Mdantsane informal settlements

6.3.2.1 Lack of electrification

Figure 6.7 illustrates the response to the statement that says there was a lack of electricity in the informal settlements. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement.

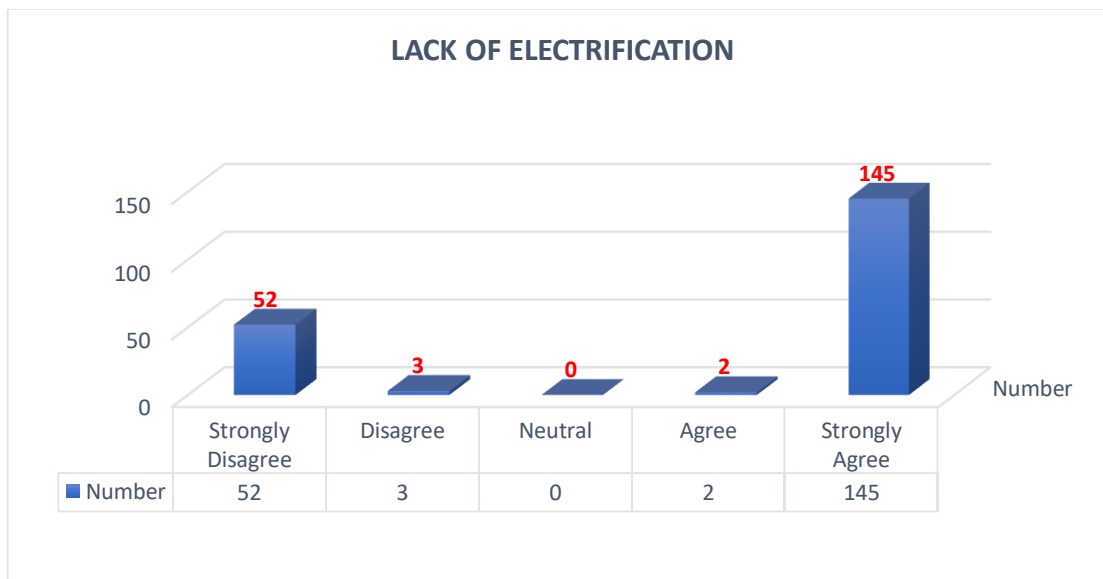


Figure 6.7: Lack of electrification

A total of 145 out of the 202 respondents strongly agree with the statement that there was a lack of electricity in their informal settlements. The above finding can be interpreted by stating that the majority of the respondents concurred with the statement that says that there is a lack of electricity in their informal settlements. Due to a lack of electricity connections by the municipality in the informal settlements, the residents connected their shacks illegally and that resulted in conflict between residents from formal houses and those who resided in informal settlements.

Gowa (2013:3) reported on a situation in *DispatchLive*:

A violent fight over illegal electricity connections left Mdantsane father dead, and another man severely injured. The fight broke out when community of Nkomponi informal settlement in Zone 1 demanded to connect electricity from electricity pole servicing the rate payers. The other rate payer stated that we decided as the rate payers that enough was enough with Izinyoka (illegal connections) because our electrical appliances were always damaged when there was an overload in the poles (See Figure 6.8).

Furthermore, residents of the Nkomponi informal settlements justified their illegal connections by saying they were not stealing from ratepayers but from the BCMM and Eskom. All these years they had been promised that they would get electricity, but with no result.



Figure 6.8: Illegal connection of electricity in one of Mdantsane informal settlements

Source: Author (2019)

6.3.2.2 Lack of both surfaced and tarred roads

Figure 6.9 illustrates the response to the statement that says there is a lack of both surfaced and tarred roads in their informal settlements. The respondents were

expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement.

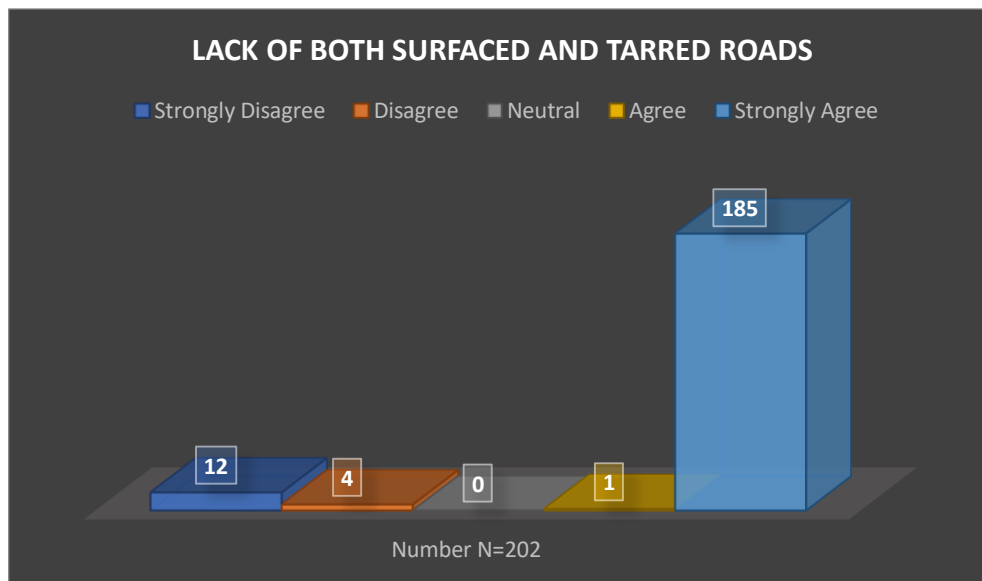


Figure 6.9: Lack of both surfaced and tarred roads

A total of 185 out of the 202 respondents strongly agreed that there were no surfaced and tarred roads in their informal settlements. The above findings can be interpreted by stating that the majority of the sampled respondents strongly agreed that there was no service delivery when it comes to surfacing and tarring of road infrastructure in their informal settlements.

6.3.2.3 Lack of onsite water provision

Figure 6.10 illustrates the responses to the statement that says there is a lack of on-site water provision in their informal settlements. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or strongly disagree with the statement.

Out of the 202 respondents, 191 strongly agree that there was a lack of on-site water provision in their informal settlements. The above findings can be interpreted by stating that most of the households who resides in informal settlements strongly agree that there is really no on-site water provision in their informal settlements in the Mdantsane Township. Therefore, this makes the water provision facilities to be insufficient and difficult to access. Some residents connected water from the communal standpipes directly to their houses. The reason mentioned by a community member shown in

Figure 6.11 is that they do not want to be standing in a queue to access water. Furthermore, they want privacy and avoid listening to gossiping while waiting in the queue to access water. Hence, they decided to illegally connect water directly from the communal standpipe to their houses. Figure 6.11 is a typical example of a community member who has connected water illegally from a communal standpipe.

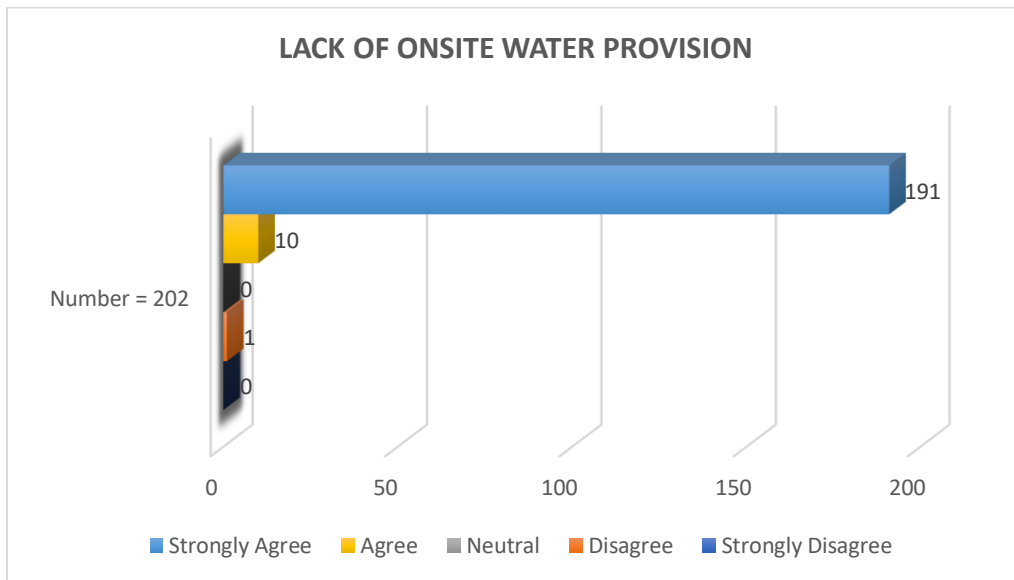


Figure 6.10: Lack of onsite water provision in Mdantsane informal settlements



Figure 6.11: Illegal connection of water from the communal standpipe to the house

Source: Author (2019)

6.3.2.4 Lack of stormwater management system

Figure 6.12 illustrates the responses to the statement that says there is a lack of storm water management systems in their informal settlement. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement.

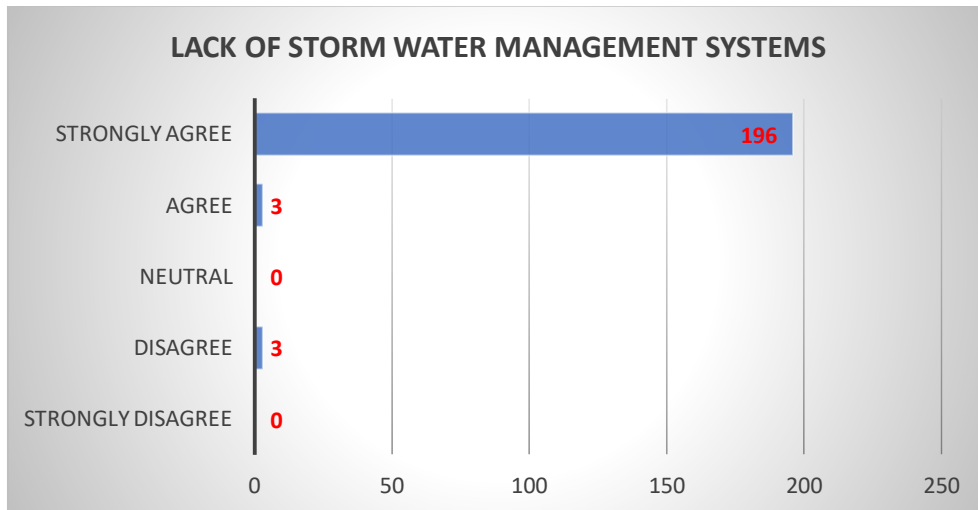


Figure 6.12: Lack of storm water management system

Out of the 202 respondents, 196 strongly agree in terms of the statement that says there is lack of storm water management in their informal settlements. The above findings can be interpreted by stating that most of the sampled respondents strongly agree that there was lack of a storm management system in their informal settlement.

6.3.2.5 Lack of onsite sanitation

The responses to lack of on-site sanitation is presented in Figure 6.13.

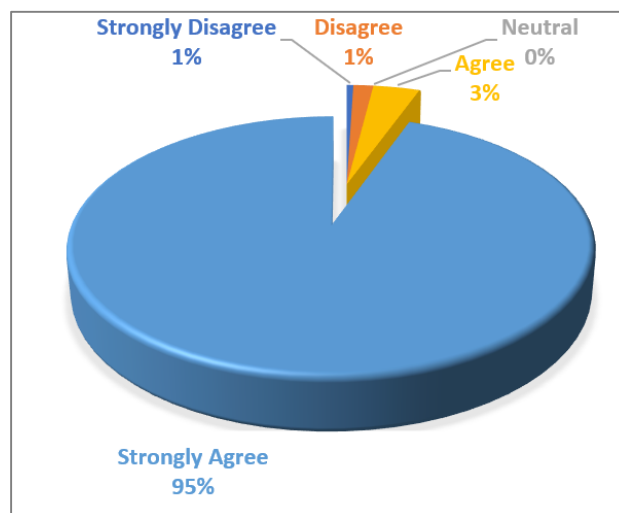


Figure 6.13: Percentage of respondents regarding lack of onsite sanitation

An overwhelming majority of 95% of the respondents strongly agree with the statement that says there is a lack of on-site sanitation in the Mdantsane informal settlements. Furthermore, the households, particularly the elderly and those who are physically challenged, complained about struggling to reach the resources.

6.3.2.6 Households susceptible to flooding

Figure 6.14 illustrates the responses to the statement that says households who are residing in informal settlements are susceptible to flooding. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement.

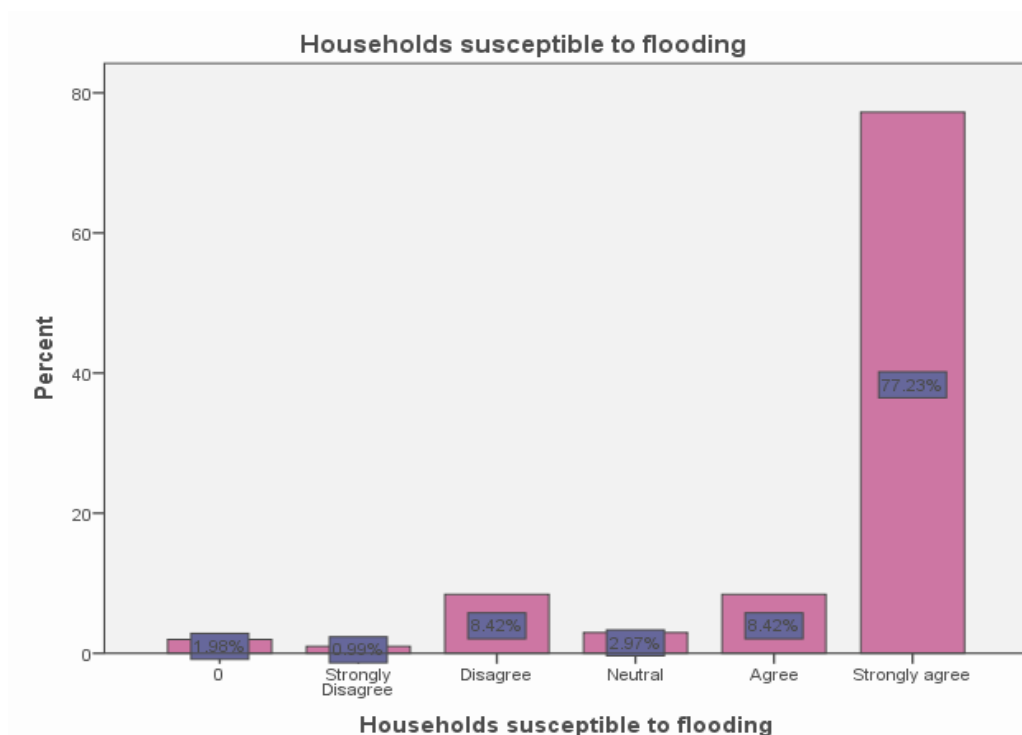


Figure 6.14: Households susceptible to flooding

A total of 77,23% strongly agree that the Mdantsane informal settlements were susceptible to flooding. The officials of the BCMM stated that they have not catered for storm water management in informal settlements. Furthermore, they stated that they only catered for storm water management in formalised settlements. The response by BCMM officials can be interpreted as saying that the informal settlements will stay with the storm water management problem until the informal settlements are upgraded or beneficiaries relocated to new houses, and that can take a couple of years.

6.3.2.7 Households susceptible to electrocution

Figure 6.15 illustrates the responses to the statement that says households who are residing in informal settlements are susceptible to electrocution. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agreed, or they strongly disagree with the statement. They responded as follows:

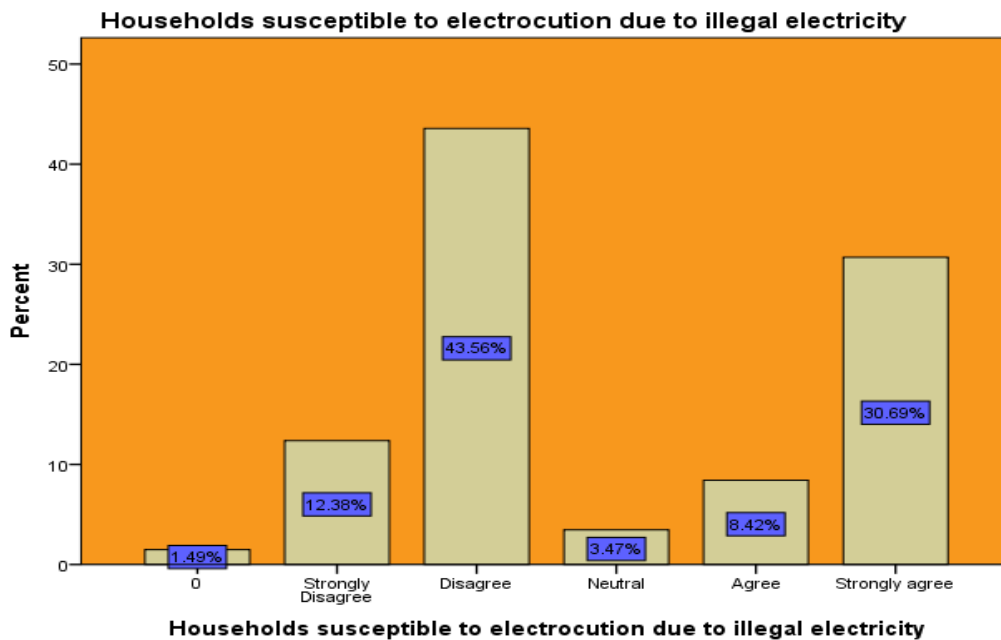


Figure 6.15: Households susceptible to electrocution due to illegal electricity

A total of 43,56% disagree with the statement that says households that are residing in Mdantsane informal settlements are susceptible to illegal electricity.

A total of 30,69% strongly agree with the above-mentioned statement, whereas 8,42% agreed with statement. The reason for the difference in responses is that some informal settlements have been electrified and some were not electrified by the municipality. Those that were not electrified may experience electrocution due to illegal electricity connections.

6.3.2.8 There is high rate of unemployment

Figure 6.16 illustrates the responses to the statement that says there is a high rate of unemployment in the Mdantsane informal settlements. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement.

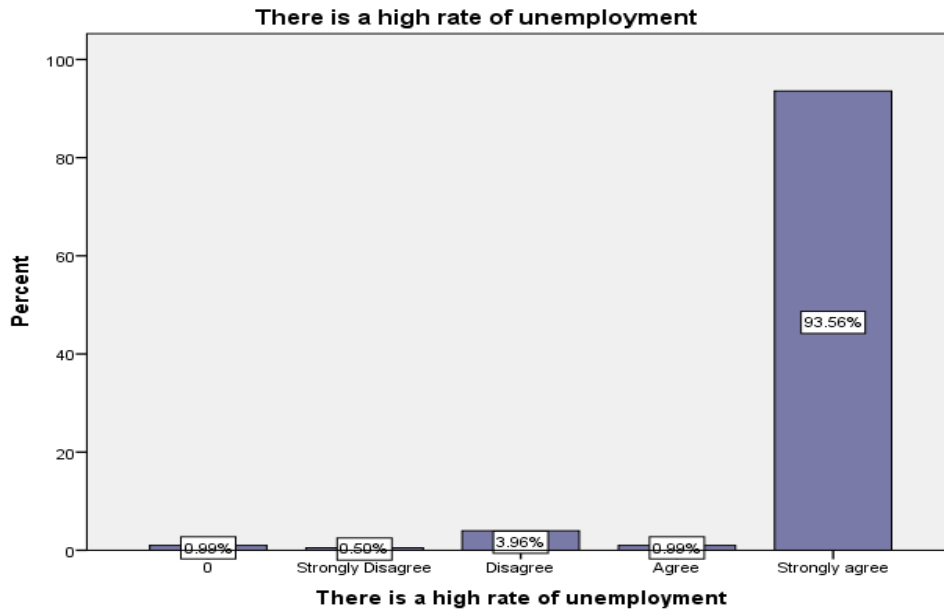


Figure 6.16: Unemployment rate

A total of 93,5% of the respondents strongly agree with the statement that says there is a high rate of unemployment in the Mdantsane informal settlements. This can be interpreted by saying that people in the informal settlement in Mdantsane could not finish high school and in the interviewed 202, only three possessed tertiary qualifications. This made it difficult for them to be employable or they will only get casual jobs due their level of education.

Only 3.96% disagree with the statement, which can be interpreted by stating that some households were not looking at the broader picture of the unemployment rate of their areas and they rather looked at themselves and a few individuals who had jobs; hence their responses were in conflict with the majority response rate.

6.3.2.9 Vulnerability to diseases due to poor living conditions

Figure 6.17 shows the vulnerability to diseases due to poor living conditions of the respondents. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement. They responded as follows:

The majority of the respondents (77,23%) strongly agree with the statement that says households who are residing in informal settlements are vulnerable to diseases due to poor living conditions. The households experienced different diseases due to

different exposures to causes of illnesses. The interviewed health workers from the surrounding clinics also listed different types of diseases that affected households that reside in informal settlements.

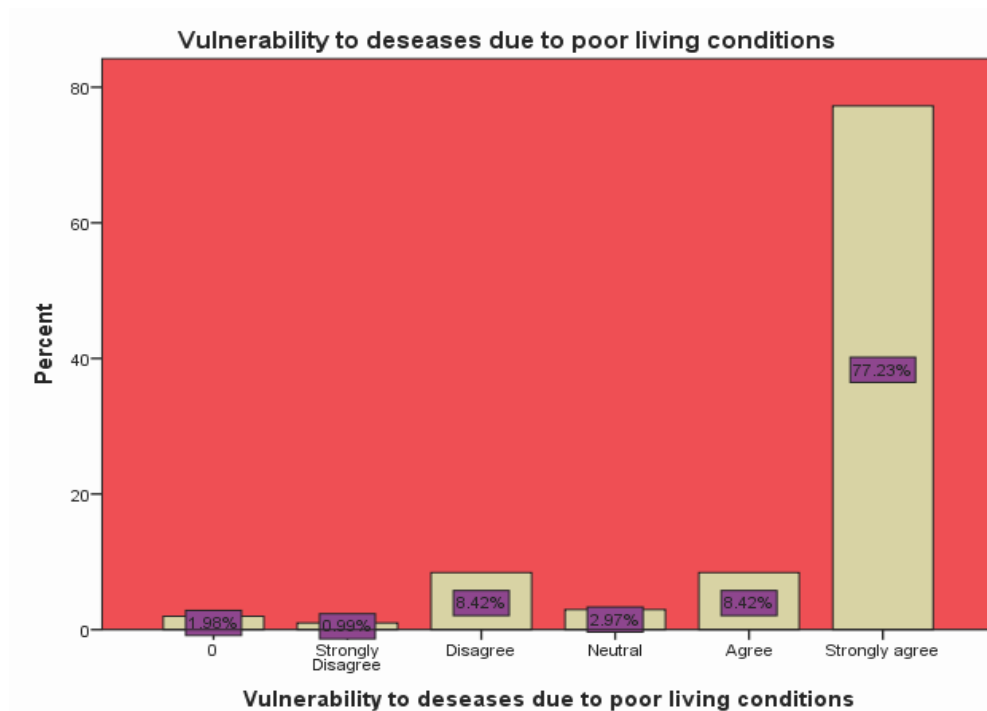


Figure 6.17: Vulnerability to diseases due to poor living conditions

6.3.2.10 Households residing in informal settlements encounter challenges in collection of solid waste

Figure 6.18 depicts the household's challenges in collection of solid waste. A total of 35,15% of the respondents agreed with the statement that says households who are residing in informal settlements encounter challenges when it comes to collection of solid waste by the BCMM, whereas 26,24% agree with the same statement. This therefore leaves a total of 61% of households who disagree with the statement, and thus were not happy in the manner that the BCMM was collecting their domestic refuse.

It should be noted that the households who reside adjacent to formal houses do not have a challenges of waste collection, yet those who stay in dense informal settlements with no formal roads encounter challenges in waste collection, which is the reason why the responses were skewed towards different directions.



Figure 6.18: Changes in the collection of solid waste

6.3.2.11 Households residing in informal settlements encounter shack fires

Figure 6.19 illustrate the responses to the statement that says households who are residing in informal settlements encounter shack fires. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement:

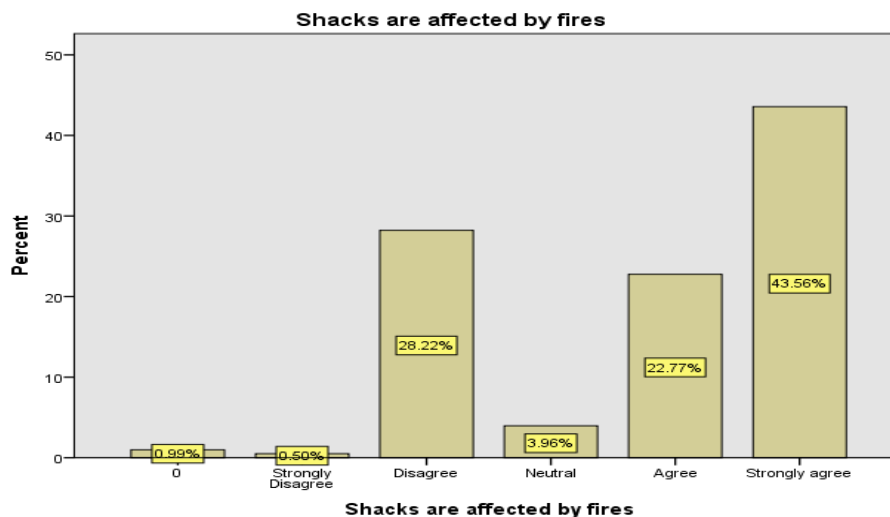


Figure 6.19: Shacks affected by fires

A total of 43,56% of the respondents strongly agree with the statement that says their shacks are affected by fires, and 22,77% agreed with the statement. This therefore means that a total of 66% of the respondents concurred with the statement.

Furthermore, this can be interpreted as stating that there is generally really a challenge of shack fires in the informal settlements.

What has been revealed by the study regarding shack fires is being confirmed by Riddin in a *Daily Dispatch* newspaper article (2018:2) that stated that a devastating fire destroyed about 20 shacks in Nompumelelo on Tuesday, 27 November 2019, leaving many families homeless. A ward councillor said the fire raged through the area at about 15:30 on Wednesday, 28 November 2018, in D section but that the cause of the fire was unknown. The residence was blamed for having a faulty electrical appliance. In October 2019, 200 shacks were reduced to ashes in Duncan Village, a township in the BCMM. This fire was caused by the explosion of a paraffin stove and left more than 1 000 of informal settlement residents displaced.

6.3.2.12 Shacks are blown and destroyed by wind

Figure 6.20 illustrates the responses to the statement that says that the shacks of households who are residing in informal settlements are destroyed during windy or stormy days. The respondents were expected to respond by choosing whether they strongly disagree, disagree, were neutral, agree, or they strongly disagree with the statement.

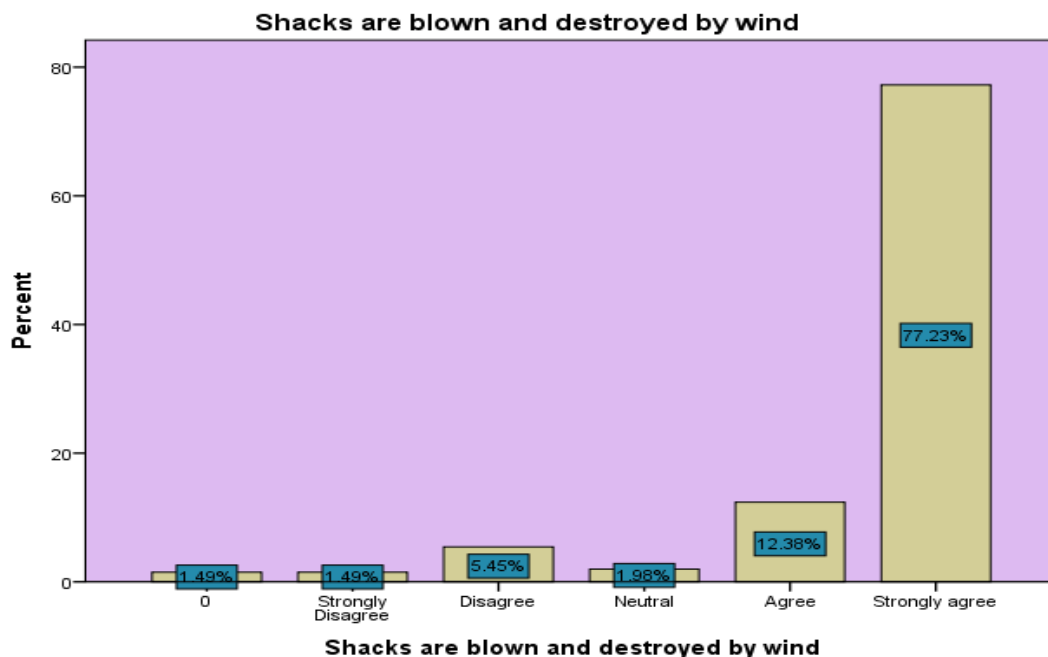


Figure 6.20: Shacks blown away and destroyed by wind

A total of 77,23% of the respondents strongly agree with the statement that says the shacks in the informal settlements are blown away and destroyed by wind. Only 12,38% of the respondents agreed with the statement that says the shacks in the informal settlements are blown away and destroyed wind. Therefore, a majority of 89% of the respondents concurred with the statement that says shacks are blown away and destroyed by wind. This therefore means that the situation and conditions of the informal settlement households can be regarded as bad and unsafe.

6.3.2.13 Condition of shacks is deteriorating and leaking during rainy days

Figure 6.21 illustrates the responses to the statement that says the condition of shacks is deteriorating and leaking during rainy days. The respondents were expected to respond by choosing whether they strongly disagree, disagree, neutral, agree, or they strongly disagree with the statement.

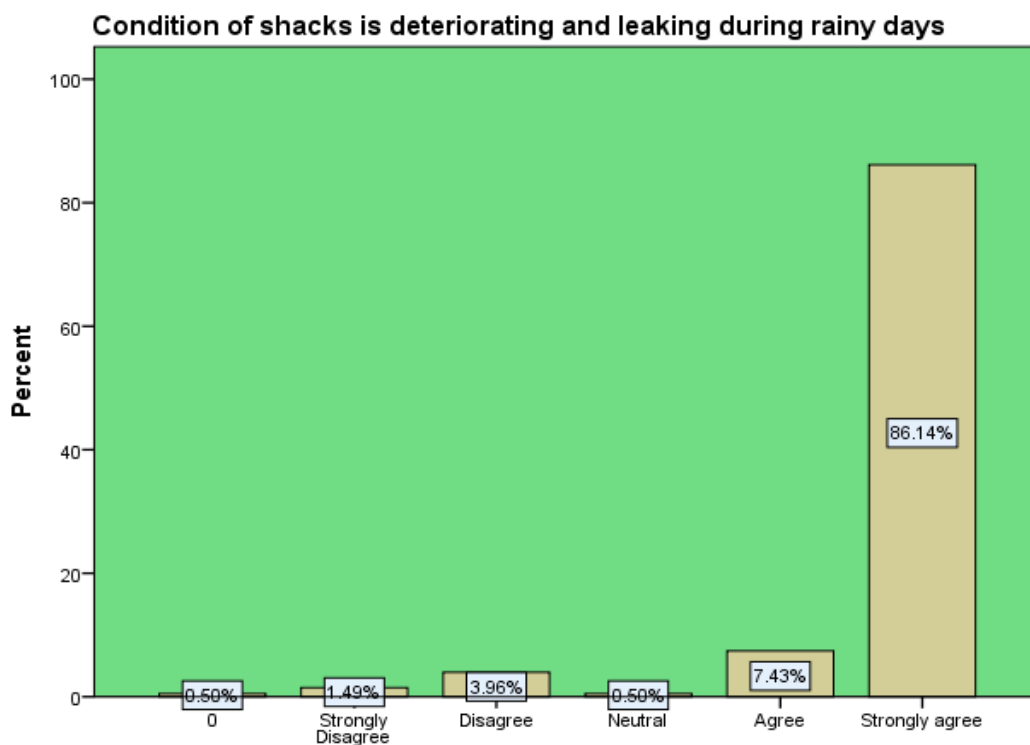


Figure 6.21: Conditions of shacks during rainy days

A total of 86,14% of the respondents strongly agree with the statement that says condition of shacks is deteriorating and leaking during rainy days. Only 7,43% of the respondents agreed with the statement that says condition of shacks is deteriorating and leaking during rainy days. The majority of 93% of the households concur with the

statement that says condition of shacks is deteriorating and leaking during rainy days. Most of these respondents clearly confirm that their living conditions is not good at all. However, the minority of 5,45% disagree with the statement.

6.3.3 Section C: Possible solutions to the previous question or statements mentioned in Section B above

This section required the opinions regarding the statements that were designed to respond to the research topic and hypothesis. The respondents were requested to indicate their answers by crossing the box, using the five-point Likert scale where they would choose a suitable response from the ones mentioned below:

- 1= Strongly disagree
- 2= Disagree
- 3= Neutral
- 4= Agree
- 5= Strongly agree

6.3.3.1 BCMM is required to supply internal electrify reticulation

Figure 6.22 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agreed, strongly disagree or were neutral regarding the statement mentioned above.

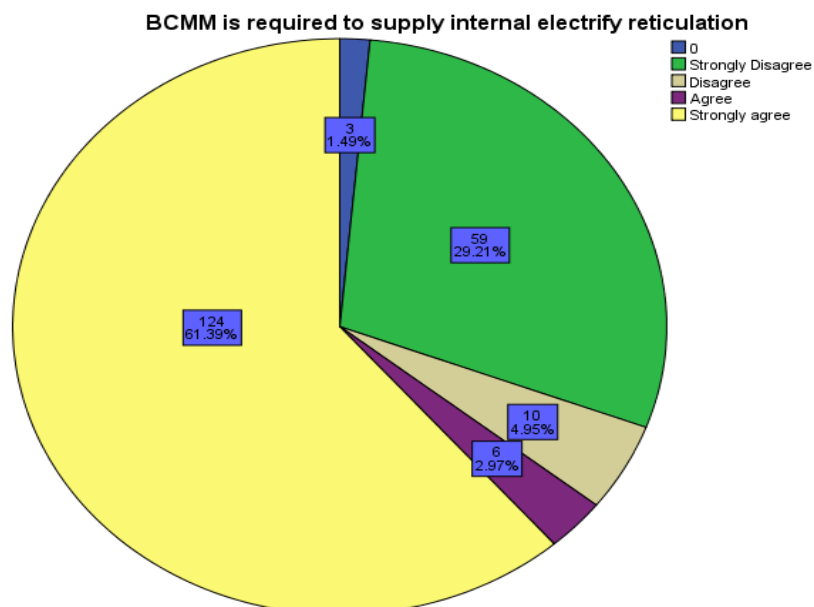


Figure 6.22: BCMM required to supply electricity reticulation in the informal settlements

The responses from the respondents can be interpreted as follows:

A total of 61,39% strongly agreed with the statement that says the BCMM is required to supply internal reticulation in the informal settlements. The difference in their responses was caused by various factors; for instance, some had their shacks electrified, therefore they disagreed with the statement. Some believed that once their shacks are electrified by the municipality, the municipality will prioritise them for housing delivery, therefore they did not understand that electrification is necessary.

6.3.3.2 BCMM needs to attend to power outages timeously

Figure 6.23 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

A total of 93,56% strongly agreed with the statement that says the BCMM needs to attend to power outages timeously. This can be interpreted as saying that there was a sluggishness from the BCMM in timeously dealing with the issue of power outages.

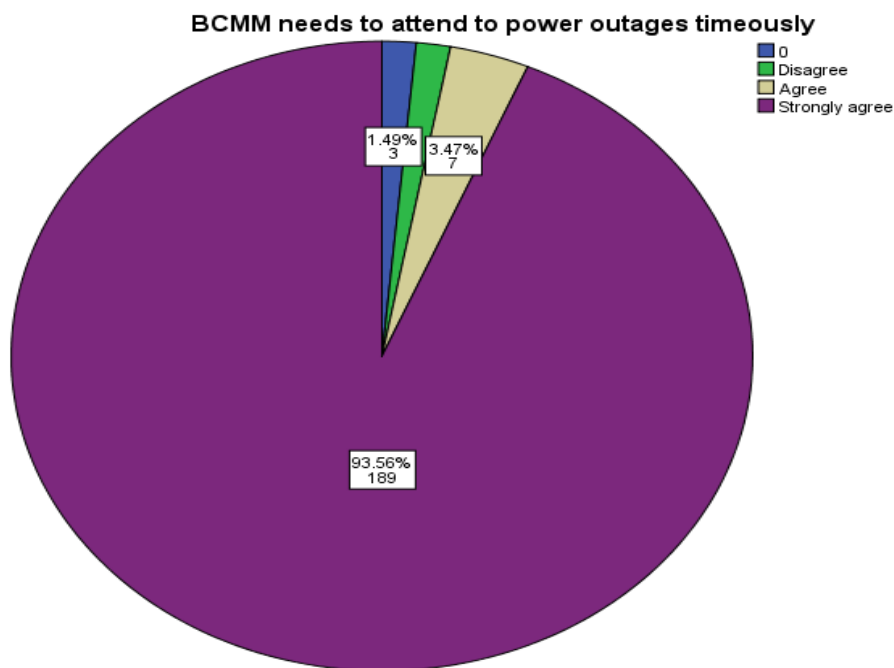


Figure 6.23: BCMM needs to attend to power outages timeously

6.3.3.3 BCMM needs to create proper roads and footpaths

Figure 6.24 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agreed, strongly disagree or were neutral regarding this statement.

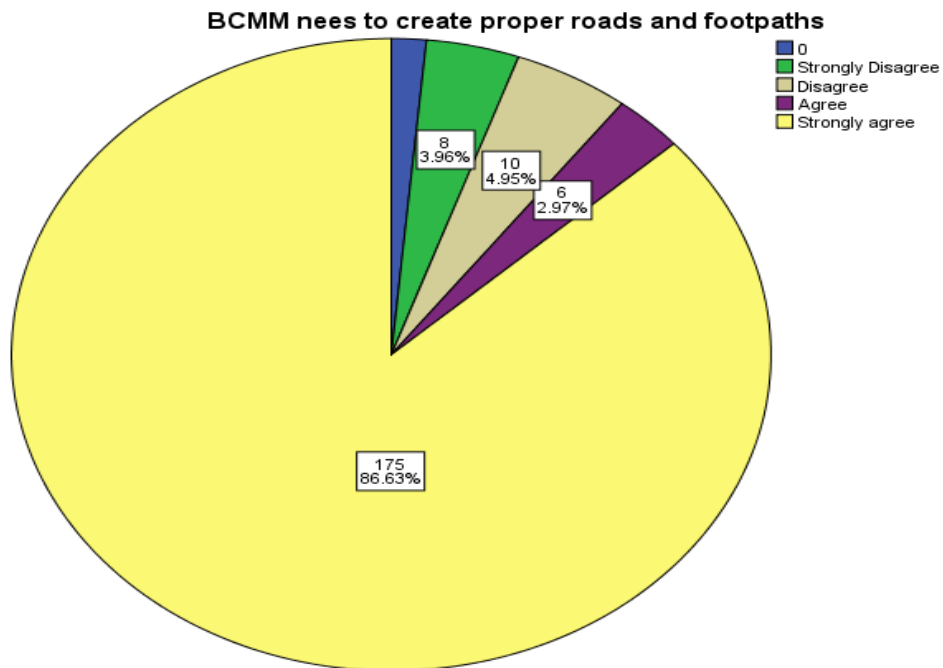


Figure 6.24: BCMM needs to create proper roads and footpaths

The responses from the respondents can be interpreted as follows:

- Only 2,97% of the respondents agreed with the statement that says the BCMM needs to create proper roads and footpaths.
- A total of 86,63% of the respondents strongly agreed with the statement that says the BCMM needs to create proper roads and footpaths.
- The total and majority of the respondents that made up 89% that concurred with the statement that says the BCMM needs to create proper roads and footpaths in the informal settlements.

6.3.3.4 BCMM needs to install water reticulation in Mdantsane informal settlements

Figure 6.25 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

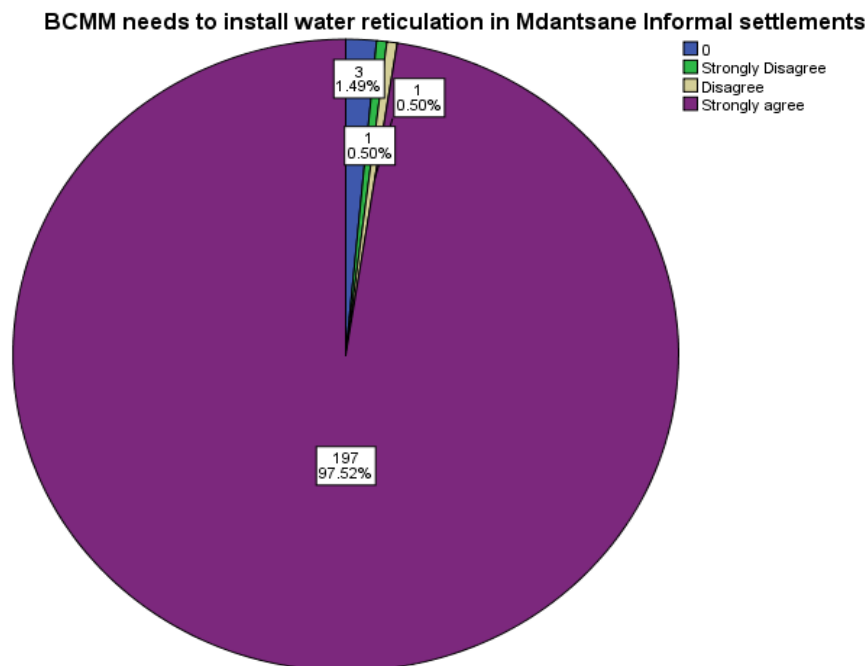


Figure 6.25: BCMM needs to install water reticulation in Mdantsane informal settlements

The responses from the respondents can be interpreted as follows: The majority of 97,52% strongly agreed with the statement that says the BCMM needs to install water reticulation in the Mdantsane informal settlements. This can be interpreted as respondents stating that households require on-site water reticulation to curb various issues.

6.3.3.5 BCMM needs to install internal sewer reticulation in Mdantsane informal settlements

Figure 6.26 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

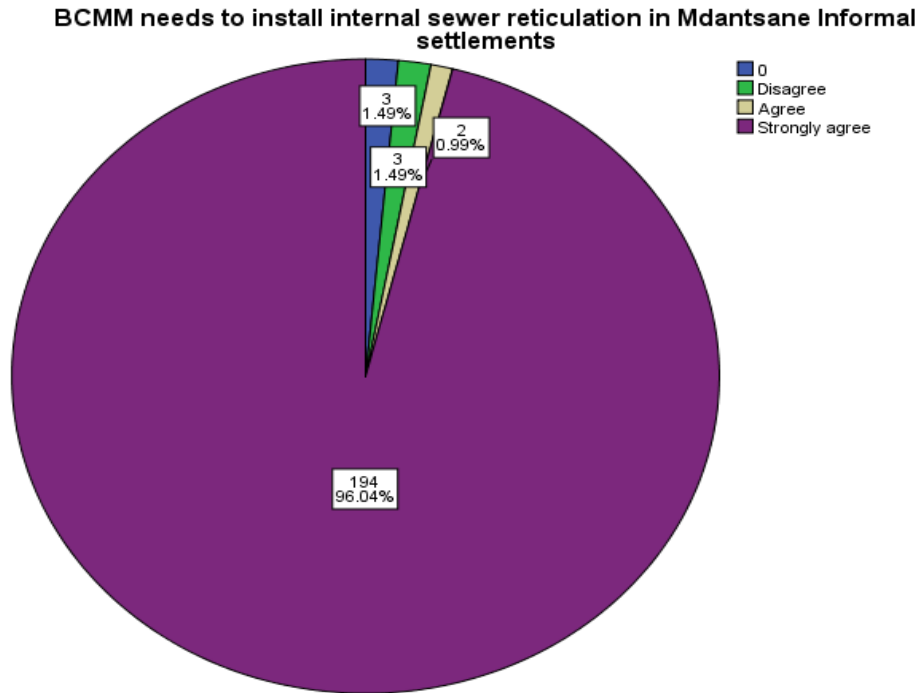


Figure 6.26: BCMM needs to install internal sewer reticulation in Mdantsane informal settlements

The responses from the respondent can be interpreted as follows:

- The majority of 96,04% strongly agree with the statement that says the BCMM needs to install internal sewerage reticulation in the Mdantsane informal settlements.
- This can be interpreted as saying that households in the informal settlements really need on-site sanitation facilities instead of RDP standards which is 200 m apart. The elderly, the wheelchair-bound and other physically challenged respondents were really in need of the development.

6.3.3.6 BCMM needs to identify well-located land for informal settlements settling in flooding and susceptible areas

Figure 6.27 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

The main and key responses from the respondents can be interpreted and summarised as follows: A total of 68,32% strongly agreed with the statement that says the BCMM needs to identify well-located land for informal settlements settling in flooding and susceptible areas.

BCMM needs identify well located land for informal settlements settles in flooding susceptible areas

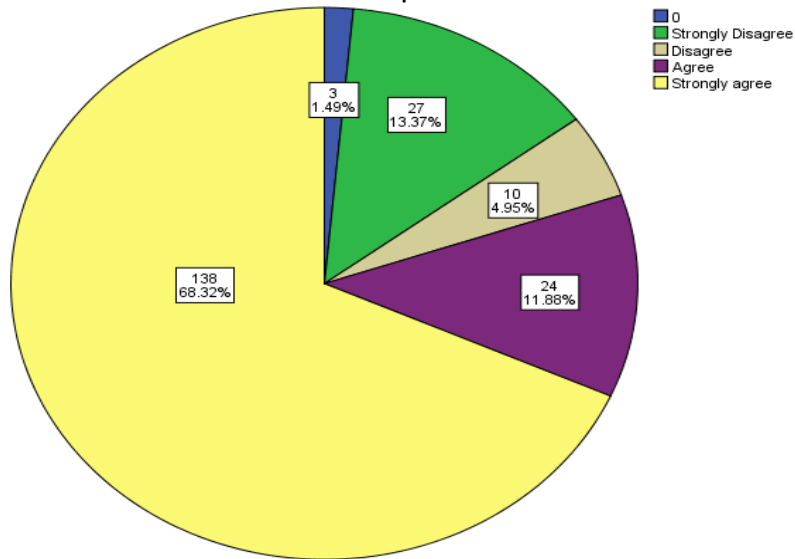


Figure 6.27: BCMM needs to identify well-located land for informal settlements settles in flooding and susceptible areas

6.3.3.7 BCMM needs to create and introduce employment opportunities in Mdantsane informal settlements

Figure 6.28 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

BCMM needs to create and introduce employment opportunities in Mdantsane Informal settlements

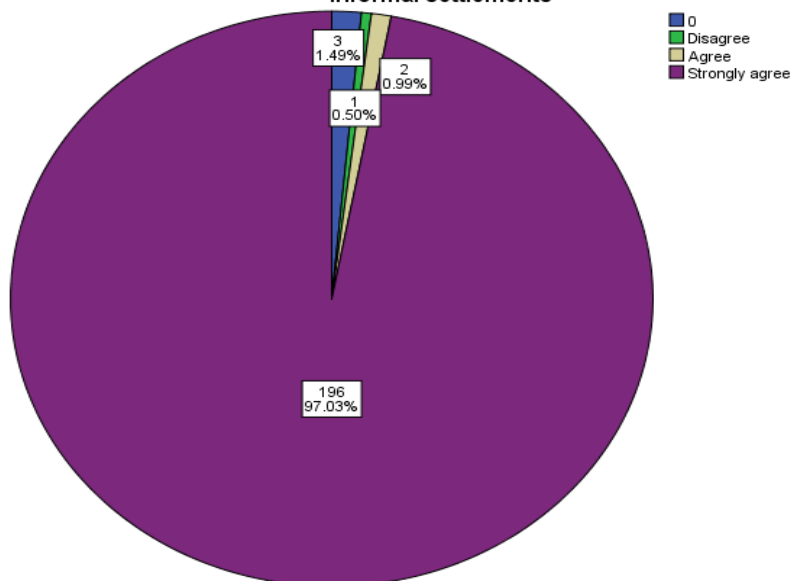


Figure 6.28: BCMM needs to create and introduce employment opportunities in Mdantsane informal settlements

A total of 97,03% strongly agreed with the statement that says the BCMM needs to create and introduce employment opportunities in the Mdantsane informal settlements. This statement can be interpreted as stating that most of the households in the informal settlements need on-site connections.

6.3.3.8 BCMM solid waste department should improve waste collection and waste disposal points

Figure 6.29 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

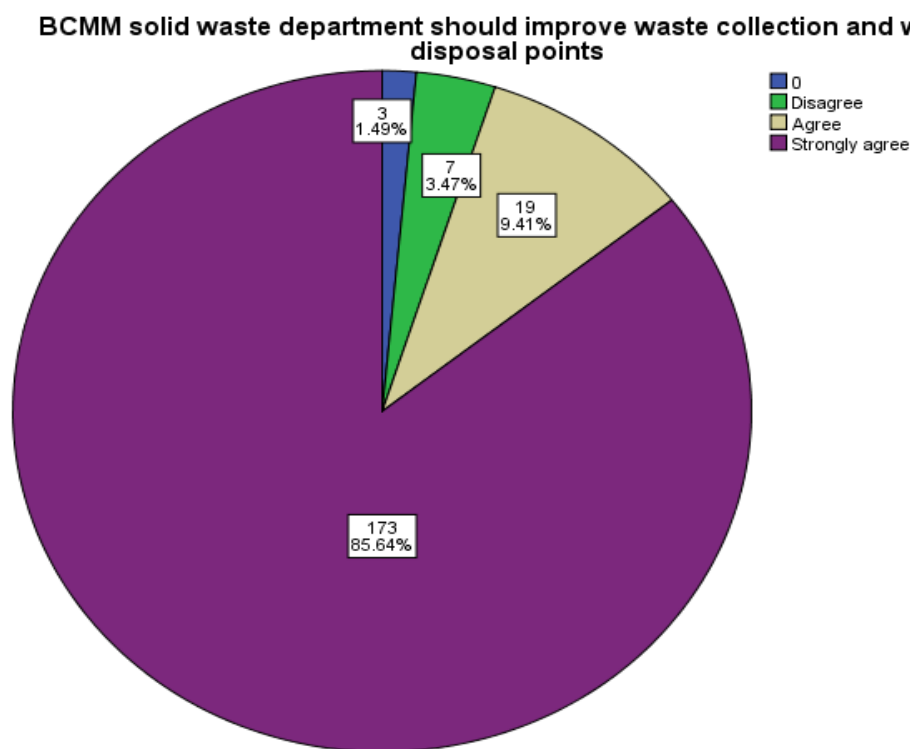


Figure 6.29: BCMM solid waste department should improve waste collection and waste disposal points

Only 9,41% of the respondents agree with the statement that says that the solid waste department at the BCMM should improve waste collection and waste disposal points. The majority of 85,64% of the respondents strongly agree with the statement that says the BCMM solid waste department should improve waste collection and waste disposal points. A majority of 95% of the households concurred with the statement that says the solid waste department should improve waste collection and waste disposal points.

6.3.3.9 BCMM to ensure access to health care facilities

Figure 6.30 illustrates the response to the statement mentioned above to establish whether respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

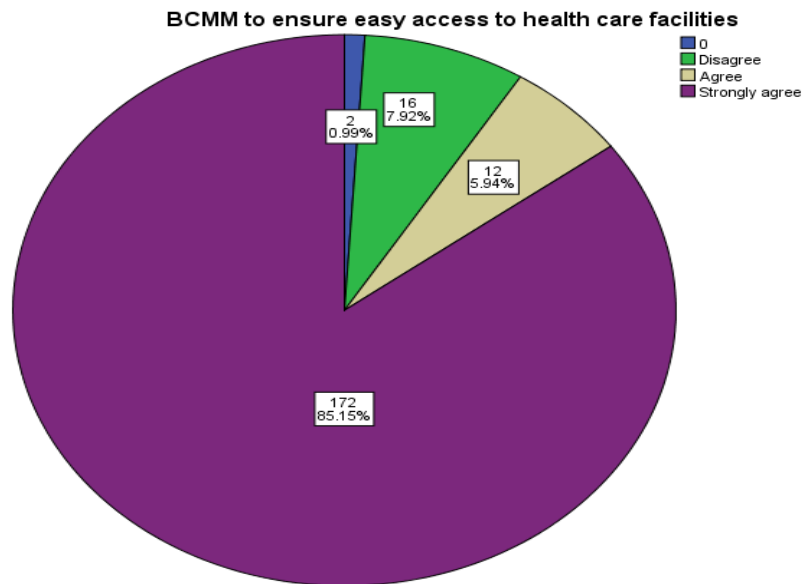


Figure 6.30: BCMM should ensure that informal settlements households have access to health care facilities

The responses from the respondents can be interpreted as follows:

- Only 5,94% agreed with the statement that says the BCMM should ensure that informal settlement households have access to health care facilities.
- The majority of 85,15% strongly agree with the statement that says the BCMM should ensure that informal settlement households have access to health care facilities.
- Therefore, the above respondents, which made up 99%, can be interpreted as concurring with the statement.

6.3.3.10 BCMM should fast track the upgrading of informal to protect the households from the elements

Figure 6.31 illustrates the response to the statement mentioned above to establish whether the respondents strongly agree, disagree, agree, strongly disagree or were neutral regarding this statement.

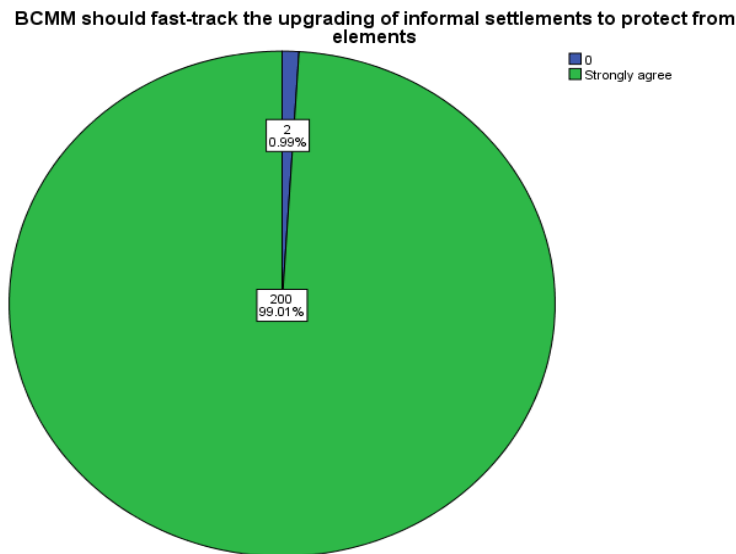


Figure 6.31: BCMM should fast track the upgrading of informal settlements to protect the households from weather elements

The responses from the respondents can be interpreted as follows:

- The majority of the respondents (99,01%) strongly agree with the statement that says the BCMM should fast-track the upgrading of informal settlements to protect the households from weather elements.
- Almost all the respondents concurred with the statement and this therefore means that the households residing in informal settlements are desperate for adequate housing and better living conditions.

6.4 CONCLUSION

This chapter has discussed the results and findings. The findings have been illustrated through pie and bar charts. Furthermore, the results have also been explained through narrative that further elaborated on the bar and pie charts. The results generally revealed that households that are residing in informal settlements indeed live in poor conditions, and in a hazardous and unsafe environment.

Chapter 7

CONCLUSION AND RECOMMENDATIONS

7.1 INTRODUCTION

The main objectives of the dissertation were formulated as follows:

- To explore the plight of the households' living conditions in the informal settlements in the Mdantsane Township, BCMM, South Africa.
- To acquire relevant information in respect of their living conditions from 20 sampled informal settlements.
- To obtain responses from 10 household heads through the structured questionnaire from 20 sampled informal settlements.
- To also obtain information through municipal officials who were directly and indirectly involved in the informal settlements upgrading. The upgrading of informal settlements relates to the provision of services such as water, sanitation, roads, storm water, electricity and social amenities. The information was obtained through interviews by using structured questionnaires.
- Furthermore, to obtain information regarding the diseases and health risks that might affect the households who are residing in informal settlements from the sampled clinics in the Mdantsane Township.

The study (the focus areas of the study): asked the following main questions

- What is the extent of the fires in the Mdantsane informal settlements?
- How severe is the lack of service delivery (electricity, water, sanitation, sewerage, roads, storm water, and refuse removal) in the Mdantsane informal settlements?
- What is the level of safety for those who stay in the informal settlements of Mdantsane Township?
- To what degree has progress been made with regards to the formalisation of the informal settlements for provision of subsidy houses?

- What is the prevalence of diseases within households residing in informal settlements in Mdantsane?
- What is the general rate of unemployment within people who are living in the Mdantsane Informal Settlements?

This dissertation has discussed, explored and analysed the living conditions of the households who are residing in the Mdantsane informal settlements. Furthermore, this dissertation has explored the vulnerability of households to shack fires and electrocution due to illegal electrification of shacks. The dissertation has also investigated the different kinds of diseases that are affecting households who are residing in informal settlements. The way the basic services are provided in the Mdantsane informal settlements was also explored. The unemployment rate was also investigated through structured questionnaires.

According to the organisational structure of the BCMM, the responsibility of upgrading of informal settlements is the function of the Human Settlement Directorate. However, there are two other critical directorates in terms of provision of suitable and well-located land for settling the inhabitants who have located themselves in hazardous areas and for provision of basic services, namely Spatial Planning and Development and the Directorate of Infrastructure Services.

To achieve the objectives of this dissertation, it was important to review the literature on land invasion, mushrooming of informal settlement, informal settlement upgrading, low-cost housing development, illegal occupation of government RDP and BNG houses, relevant journals, books, newspapers, a BCMM informal settlement study and different local, national and international case studies related to informal settlements.

The study answered the posed research questions as follows:

Table 7.1: How the study responded to the posed questions

Research questions	Literature	Case studies	Residents	Officials
How large is the threat of fires in the Mdantsane informal settlements?	The literature, and newspaper articles by investigative journalists reported a number of shack fires in informal settlements in the BCMM area of jurisdiction.	The case studies mainly discussed the lack of services in densely populated informal settlements. Furthermore, illegal occupation of land was discussed.	Most of the residents of informal settlements concurred with the statement that says households residing in informal settlements encounter a lot of shack fires.	The officials agreed that there are shack fires in informal settlements. However, of most the shack fires affected the area of Duncan Village, and the Mdantsane

Research questions	Literature	Case studies	Residents	Officials
				Township is the secondly most affected after Duncan Village.
Is it safe to live in the Mdantsane informal settlements?	The literature states that generally, the informal settlements are the breeding ground for criminals.	Generally, informal settlements are not safe due to deprivation of households in having assets and money. For example, visiting favelas are unpredictably dangerous areas and remain a high risk given the level of violence within them and severe strain on the SAPS.	Residents complained about theft, robbery with knives or at gun-point and in some instances, murder. Furthermore, residents complained about illegal electricity that kills children and adults. Illegal dumping sites that causes diseases. All these issues are contributing to the unsafeness in informal settlements.	The officials pointed out on the issues of illegal electricity as unsafe to live in the informal settlements. Furthermore, the issue of illegal dumping was highlighted. The police official of one police station that respondent to the questionnaire, listed a plethora of crimes committed in and around Mdantsane informal settlements.
Was the formalisation started and houses provided to the residents?	The literature, in particular the informal settlements upgrading plan. states that the informal settlements growth rate is way above the rate of providing BNG or RDP houses. That is the reason why the government has introduced the programme of upgrading of informal settlements.	In the favelas of Brazil, the government is reluctant to upgrade the favelas. In Zanzibar a plethora of plans and policies were developed in an attempt to deal with upgrading and formalisation of Zanzibar informal settlements. The Zanzibar scenario is similar to what South Africa is attempting to do by informal settlement upgrading.	Residents are complaining that provision of RDP or BNG houses by government is very slow. They have been staying in informal settlements for close to 30 years without getting houses.	The BCMM delivers approximately 1 200 houses a year as against the BCMM housing backlog of approximately 90 000 prospective BNG and RDP beneficiaries (as per the BCMM National Housing Needs Register). To make matters worse, the BCMM delivered less than 50 completed houses (in how many years? Or in which year?)
What is the extent of the lack of services delivery (electricity, water, sanitation, roads, storm water and refuse removal) delivery in the Mdantsane informal settlements?	The literature discusses a lot about lack or inadequate services such as infrastructural services such as water, sanitation, electricity and roads.	The lack of services is also dominant in the cases studies. National and international case studies discuss a lack of services in favelas in Brazil and in Zanzibar informal settlements.	The households of Mdantsane informal settlements complained about lack of on-site water and sanitation. Elderly and physically challenged individuals find it difficult to walk to collect water and to walk to the communal toilets to relieve themselves.	The officials argued that they install services according to RDP standards, for example water and sanitation. Installation of electricity in the informal settlements requires a layout plan that will in future lead to electrification, and also surfacing and tarring of roads.
Are the families who are residing in informal settlements	Scholarly literature states that the overcrowded settlements are also	The case studies also argue that the favelas in Brazil and the Zanzibar informal	Residents of the informal settlements also agreed that they are affected by	Health officials responded by saying that the residents are affected by different

Research questions	Literature	Case studies	Residents	Officials
susceptible to different kinds of diseases?	susceptible to various types of diseases.	settlements lack services that lead to different diseases for the households.	different types of diseases due to the environment they live in.	diseases due to their closeness to water with algae and some are close to illegal dumping sites.
Are the majority of people living in households in informal settlements unemployed?	Scholarly literature also stated that generally people who are in informal settlements do not have employment opportunities as compared to people who possesses a matric certificate and tertiary qualifications.	The national and international case studies also stated the scarcity of employment and jobs as a challenge in the informal settlements due to low levels of education in the informal settlements.	Most of the people living in informal settlements are not employed due to their low levels of education and due to lack of employment opportunities.	The officials of the municipality are also aware that most of the people residing in informal settlements are unemployed. The municipality intervenes most by providing them with work in the Expanded Public Works Programme.

7.2 CONCLUSION AND RECOMMENDATIONS

The recommendations have been derived from the case studies, relevant books published in South Africa, journals, collection of data, as well as the survey results. These recommendations are aimed at changing the strategies in dealing with informal settlements and to change the pace of service delivery of relevant services that are affecting the households who are residing in informal settlements in Mdantsane Township, BCMM in South Africa. Furthermore, these recommendations are bringing forward new ideas to BCMM political and administrative leadership on how best to tackle the issues that are negatively affecting the informal settlements communities.

7.2.1 Threat of fires in Mdantsane informal settlements

- As the study has revealed that fires are prevalent in the informal settlements, the fire department of the BCMM needs to ensure that clearly marked, visible and enough fire hydrants are installed in all informal settlements in Mdantsane and in other informal settlements in BCMM at large. This will ensure that there is a prompt and quick response when it comes to shack fires in the informal settlements.
- The BCMM should consider training unemployed youth in the informal settlements to be able to fight fires by utilising the fire hydrants in the informal settlements as the preventative measure while the municipal fire fighters have not yet arrived at the scene.

7.2.2 Extent of the lack of service (electricity, water, sanitation, roads, storm water, and refuse removal) delivery in Mdantsane informal settlements

- The electrification of informal settlements is still a challenge in the BCMM. The infrastructure directorate, the department that deals with electricity, would not electrify shacks if there is no layout plan that will lead to the full township establishment, yet households in the informal settlements are being electrocuted by illegal electricity connections. Therefore, the municipality needs to devise other ways and means to tackle the issue of electrifying the informal settlements in Mdantsane. Waiting for the design of a township may not be a wise idea, especially as it first needs to be approved by the department of electricity to electrify informal settlements.
- Prioritisation of informal settlements will therefore prevent electrocution of kids and other people who reside and visit their loved ones in the informal settlements. Furthermore, it will prevent shack fires as some of the shacks burn due to illegal electricity in the informal settlements.
- The three key directorates of the BCMM (human settlements, infrastructure and spatial planning and development) need to ensure that they take full advantage of the UISP Grant to deliver services to the community of informal settlements, such as roads, storm water, toilets, water, sanitation, and other related amenities that are needed by communities and listed to be funded by the grant.
- The BCMM should ensure that in all informal settlements in its area of jurisdiction there are skips for dumping of the domestic waste for households who are residing in informal settlements. This will curb illegal dump sites in informal settlements. These skips should be serviced, and the domestic refuse dumped in the skips by nearby community of informal settlement is regularly collected within reasonable intervals.
- The BCMM should improve the collection of waste in the Mdantsane informal settlement. This will also be possible by ensuring that the roads are surfaced and tarred inside the informal settlement. That is where the municipality should take advantage of the UISP Grant and or Urban Settlement Development Grant to create the roads for easy movement of trucks to collect refuse or to collect the waste from the skips or from the households.

7.2.3 Susceptibility of families who are residing in informal settlements to different kinds of diseases

- The BCMM should consider liaising with the Provincial Department of Health to devise ways and means to address the issue of clinics that have no capacity to timeously attend to the patients.
- Crime in the Mdantsane informal settlements.
- The extent of formalisation and upgrading process.

7.2.4 Majority of people living in households in informal settlements are unemployed

- The study has identified that most people in the informal settlements in Mdantsane do not have a matric certificate..
- The BCMM and the Department of Education need to introduce apprenticeship courses that will lead to the people in the informal settlements to become electricians, carpenters, plumbers, bricklayers, plasterers, motor mechanics, auto-electricians, information technology technicians, etc. Furthermore, all those who failed or have never studied matric can be encouraged to study matric by being provided bursaries by government so that after completion, they get better jobs. This initiative will also alleviate pressure from government in having a burden of providing an RDP house if a person is having a better job.

7.2.5 Aspects that have been revealed by the research

The research has revealed the following issues which need to be addressed:

- There is a lack of electrification of shacks in the informal settlements in Mdantsane, and as a result, illegal electricity connections became the option available to community members.
- There is a lack of storm water management systems in the informal settlements in Mdantsane, and as a result, the shacks are susceptible to flooding.
- There is a high rate of unemployment in Mdantsane informal settlements.
- The residents of informal settlements are vulnerable to a variety of diseases.

- The households of those residing in informal settlements are affected by shack fires as a result of illegal electricity connections and other acts of negligence.
- The material used to construct shacks is deteriorating from age and wear and tear and as a result, the shacks leak when it rains and the perishing zinc sheets offer little in the form of insulation.
- The lack of navigable roads in most of the Mdantsane informal makes it difficult for ambulances, police vehicles, fire engines, hearses and waste collection trucks to enter the settlements to provide services.
- There is a lack of on-site water connections in Mdantsane informal settlements and the municipality has provided communal standpipes. As a result, some of the households have connected the water illegally to their homes.

There is a lack of on-site sanitation in Mdantsane informal settlements and the municipality has provided communal toilets. This leads to a vulnerability within the households from being exposed to infectious diseases. Individuals with physical disabilities must cross the distances to the toilet or sanitation facilities. As a result of this and the challenges to their movement in reaching a communal toilet, some are forced to do their ablutions inside their shacks and then discard their waste in the nearby streams or bushes

The following issues must be taken into consideration when seeking to improve the lives of households residing in the informal settlements:

- The BCMM should take advantage of the UISP Grant to ensure that the living conditions of those residing in informal settlements in Mdantsane are improved.
- The BCMM should consider prioritising populating the Human Settlement Organisational Structure so that critical vacant and unfunded positions are filled with skilled and competent incumbents that will be equal to the task at hand. This will in turn help in improving the living conditions in the informal settlements in the BCMM in general.
- The BCMM should conduct a survey in all informal settlements in Mdantsane to calculate and identify the physically challenged, destitute and elderly individuals in residence there.

- The physically challenged and destitute individuals residing in informal settlements need to be attended to by the BCMM. Areas where they can be provided basic assistance would be in the provision of wheelchair ramps and modified toilets that can accommodate their physical disabilities. .

Lastly, the political will is needed to ensure that the Accounting officer and the Head of Directorates of BCMM work together to ensure that proper and appropriate services are delivered to the households residing in Mdantsane informal settlements. The portfolio committees responsible for human settlements, infrastructure services and spatial planning and development need to work hand in hand to ensure that there is synergy in the three directorates that they oversee. These three committees should aim to meet at least once every two months to discuss issues related to informal settlements upgrading and human settlement development in general.

This dissertation discusses various literature relating to informal settlements, the causes of rapid growth of informal settlements, rapid urban population growth, poverty eradication, diseases affecting households who are residing in informal settlements, backyard shacks, living conditions of households residing in informal settlements, access to basic services, UISP, relocation, sustainable development goals, hazardous and unhealthy environments, and climate change and it has also highlighted relevant case studies pertaining to informal settlements.

In conclusion, it is proposed that the human settlements, infrastructure services and spatial planning and development directorates should develop a combined plan towards improving the living conditions of households residing in informal settlements.

7.3 AREAS FOR FURTHER RESEARCH

There are additional issues that the researcher identified and which do not necessarily fall under the focus of the research. These areas are recommended for further research:

- The BCMM, through the Department of Education, needs to intervene by r conducting a skills audit and the level of education of the households in informal settlements must be determined
- The BCMM should conduct a survey in all informal settlements in Mdantsane to identify and assess the living conditions of the physically challenged, destitute and elderly individuals who are residing in the informal settlements in Mdantsane.
- The physically challenged and destitute individuals who are residing in informal settlements require additional and focused attention from the BCMM. As an example, they should be provided with wheelchair ramps and toilets facilities that can accommodate their level of physical ability, and which should be considered as a basic human right.
- The BCMM, with the South African Police Services, should further research the types and levels of crime affecting residents of informal settlements and thereafter develop plans to curb the different types of crimes that would be identified through further research.
- The BCMM, together with the Provincial Department of Health, should research clinics and health facilities that that would be appropriate in meeting the needs of informal settlements as the existing clinics do not have the capacity to assist the combined communities of both informal settlements and structured suburbs.

It should therefore be taken into cognisance that the municipality has a primary responsibility to ensure that quality and standard services are delivered to its citizens. Furthermore, the municipality needs to ensure that people with physical disabilities in the Mdantsane informal settlements receive user-friendly services. Providing services that are not friendly to physically challenged individuals is equal to not providing services at all.

The study has also revealed that the households who are residing in the informal settlements encounter challenges in accessing health services such as clinics. The clinics are servicing too many people, and as a result, people must wake up as early

as 03:00 am to be in the queue at nearby clinics. Households wait for up to 10 hours to be attended to at the local clinics.

The municipality needs to ensure that facilities such as clinics are provided to cater solely for informal settlements in a form of mobile clinics or temporary shelters to reduce the number of community members serviced by the original clinics. It should also be noted that when the clinics were built, they catered only for households who reside in formal houses. Therefore, the new and additional population that reside in the informal settlements were never taken into consideration as it was not there at the time of providing clinics in the areas.

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APPENDICES


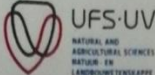
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Appendix 1

LETTER FROM UFS REQUESTING INTERVIEW WITH BCMM RELEVANT STAFF MEMBERS AND MDANTSANE INFORMAL SETTLEMENT HOUSEHOLDS

  UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIBESITHI YA
FREISTATA

NATURAL AND
AGRICULTURAL SCIENCES
NATUUR EN
LANDBOUWETENSAPPE

Department of Urban and Regional Planning (IB69)
Tel 051 401 3575
campbem@ufs.ac.za

5 November 2018

TO WHOM IT MAY CONCERN

Dear Sir/ Madam

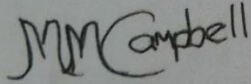
**An exploration of living conditions in Informal Settlements: A Case of Mdantsane Township,
Buffalo City Metropolitan Municipality (BCMM)**

Mr Andile S. Mshumpela is a student at this university who is enrolled for a Research Master's degree in Human Settlements. As part of his research on the topic stated above, he needs to conduct interviews in BCMM and will interview members of the communities of selected informal settlements in Mdantsane.


These interviews will be conducted from Monday 12 November 2018 onwards and are for research purposes only. The names of respondents will not be revealed. Should you choose to participate your personal information will be kept confidential.

Thanking you in anticipation.


Yours faithfully



Prof MM Campbell
Academic Head of the Department of Urban and Regional Planning

 205 Nelson Mandela Drive
Park West
Bloemfontein 9301
South Africa

P.O. Box 339
Bloemfontein 9300
South Africa
T: +27 (0)51 401 2486/3210
www.ufs.ac.za

 UNIVERSITY OF THE FREE STATE
UNIVERSITEIT VAN DIE VRYSTAAT
YUNIBESITHI YA FREISTATA

Appendix 2

**LETTER FROM THE RESEARCHER (STUDENT) TO CONDUCT INTERVIEWS
FROM THE BCMM ACTING OFFICER**

66 ESTUARY RIVE
Gonubie 5257

Date: 19/11/2018

THE CITY MANAGER
BUFFALO CITY METROPOLITAN MUNICIPALITY
PO BOX 134
EAST LONDON
5200

Dear Sir,

**RE: REQUEST FOR PERMISSION BY STUDENTS TO CONDUCT RESEARCH
STUDY AT BCMM**

I am a student at **University of the Free state**, completing **Reaserch Masters in Human Settlements**. I am sure you are aware that any post graduate study involves completion of a Treatise or Dissertation or Thesis. It is for this reason that I request your personal and professional permission to partake in my research in directorates and departments within BCMM.

The title of my research Treatise or Dissertation or Thesis **An exploration into a plight of households living in Informal Settlements: A case of Mdantsane Township, Buffalo City Metropolitan Municipality**, and is being undertaken under the Supervision or Promotion of **Professor M.M Campbell and Mr Thomas Stewart**.

The objectives and aims of this research are to investigate the plight of households who are residing in informal settlements in Mdantsane Township with Buffalo City Metropolitan Municipality. After having investigated their plight and identified the challenges that are confronted with, therefore the study will propose recommendations to deal with the identified challenges. The research study shall make use of interviews/completion of questionnaires with key selected potential participants or respondents, chosen through/according to **Purposive and Judgemental**

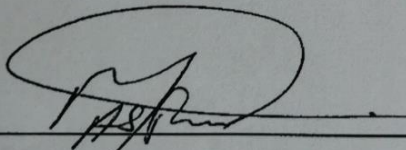
Sampling as explained and contained in the proposal. The potential participants or respondents would thus include 5 community members from 10 chosen informal settlements as indicated in the proposal and 3 officials from each departments as indicated in the proposal. The study will be beneficial to BCMM in that the recommendations will be made for BCMM for considerations and possible implementations.

The ethical research principles will be strictly adhered to throughout the research process so as to maintain a high standard of work and a high quality of the research study. The information obtained will be used only for purposes of this study, and will ensure anonymity and confidentiality of potential research participants or respondents. A copy of the full research report, once approved by the University will be handed to BCMM.

I thus request granting of permission to collect the necessary data/information from relevant officials at BCMM for the purposes of completion of my Research Treatise or Dissertation or Thesis

Your kind assistance in granting me permission will be highly appreciated and thank you for taking the time in allowing your staff to be part of this research study as I am sure it will not only be of benefit to me but to them as well.

Yours faithfully,




ANDILE S. MSHUMPELA, Pr. Plan A/069/2008

mshu1.andile@yahoo.com and or andilem@buffalocity.gov.za

Cellphone: 083 656 4570

Appendix 3

LETTER OF APPROVAL FOR CONDUCTING INTERVIEWS IN BCMM FROM THE ACCOUNTING OFFICER (CITY MANAGER)

Buffalo City Metropolitan Municipality		Office of the City Manager 10 th Floor Trust Centre Cnr Oxford and North street East London 5201
East London Bisho King Williams Town Province of the Eastern Cape South Africa	BUFFALO CITY METROPOLITAN MUNICIPALITY	Tel: 043 705 1045 Email: Kholekas@buffalocity.gov.za
Website: www.buffalocity.gov.za		

Date: 21 NOVEMBER 2018


TO WHOM IT MAY CONCERN

RE: REQUEST FOR PERMISSION TO CONDUCT RESEARCH IN BCMM:
MR ANDILE MSHUMPELA


Dear Sir/Madam

It is hereby acknowledged that **Mr. Mshumpela**, a student at **University of Free State**, completing **Masters in Human Settlements**, has met the prerequisites for conducting data collection at Buffalo City Metropolitan Municipality (BCMM) for partial fulfillment of his degree. He has provided us with all the necessary documentation as per the BCMM Policy on External Students conducting research at the institution.

With reference to the letter to the City Manager dated 19 November 2018, permission was requested to conduct research at BCMM for his Research Report, entitled "**An exploration into a plight of households living in Informal Settlements: A case study of Mdantsane Township in Buffalo City Metropolitan Municipality**". This request was scrutinised by the Information and Knowledge Management, Research and Policy Unit for further assistance, and approved in accordance with national and international research ethical and legal norms, standards and guidelines. **Mr. Mshumpela** was asked to provide the Unit with the necessary documentation, which he subsequently did.



BUFFALOCITYMETROPOLITANMUNICIPALITY

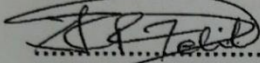


A city growing with you!

The relevant Officials to assist in the research were identified and will duly be informed about the research, and the fact that **Mr. Mshumpela** has met all the prerequisites. Their contact details will also be provided to **Mr. Mshumpela** and he will be informed to contact them directly for assistance.

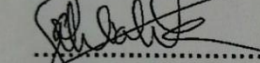
We wish **Mr. Mshumpela** good luck in his studies.

MISS R TELILE



ACTING MANAGER: IKM, RESEARCH AND POLICY

MR A SIHLAHLA



CITY MANAGER

APPROVED

~~NOT APPROVED~~



BUFFALOCITYMETROPOLITANMUNICIPALITY

A city growing with you!



Appendix 4

LETTER AND STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM HOUSEHOLDS RESIDING IN MDANTSANE INFORMAL SETTLEMENTS

UNIVERSITY OF THE FREE STATE

INTERVIEW QUESTIONS TO OBTAIN INFORMATION FROM HOUSEHOLDS RESIDING IN MDANTSANE INFORMAL SETTLEMENTS

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The case of Mdantsane Township, Buffalo City Metropolitan Municipality, South Africa”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the informal settlement: _____

Ward: _____

How long have you been staying in the informal settlement: _____

Highest qualification: _____

Employment status: _____

Average age of the head of household:

18-25	26-30	31-35	36-40	41-45	46-50	51-55	55-60	61-65	66-100

Gender of the head of household:

Male	
Female	

SECTION B: CURRENT STATUS

What is your opinion regarding the following statements? Please indicate your answer by **CROSSING** it, using the following 5-point scale where:

1= strongly disagree

2= Disagree

3= Neutral

4= Agree

5= strongly agree

Statements	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
There is a lack of electrification supply in Mdantsane Informal Settlements					
There is a lack of both surfaced and tarred roads in Mdantsane Informal Settlements					
There is a lack of site to site(onsite) water provision in informal settlements in Mdantsane					
There is a lack of storm water management system in Mdantsane Informal Settlements					
There is a lack of provision of site to site (onsite) sanitation in Mdantsane Informal Settlements					
Households who are residing in informal settlements are susceptible to flooding					

Statements	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Households who resides in informal settlements are susceptible to electrocution due to illegal electricity					
There is a high rate of unemployment to households who resides in informal settlements					
Households who are residing in informal settlements are vulnerable to diseases due to poor living conditions they are exposed to					
Households who are residing in informal settlements encounter challenges in regards to collection of solid waste					
The shacks in the informal settlements are affected by fires					
The shacks in informal settlements are blown and destroyed by wind when there is heavy wind and storms					
The condition of shacks in informal settlements is deteriorating and are leaking during rainy days					

SECTION C: POSSIBLE SOLUTIONS

What is your opinion regarding the following statements? Please indicate your answer by **CROSSING** it, using the following 5-point scale where:

1= Strongly disagree

2= Disagree

3= Neutral

4= Agree

5= Strongly agree

Statements	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BCMM is required to supply site to site (onsite) with internal electrify reticulation in all informal settlements in Mdantsane					
BCMM needs to attend to electricity outages timeously					
BCMM needs to attend to create surfaced or tarred roads and footpaths in all informal settlements in Mdantsane					
BCMM is required to install site to site internal water reticulation in all Mdantsane informal settlements					

Statements	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BCMM needs to install internal sewer reticulation on site to site(onsite) basis in all Mdantsane informal settlements					
BCMM needs to identify well located land for informal settlements which are settled in areas susceptible for flooding or located in hazardous locations					
BCMM needs to create and introduce employment opportunities to people who are residing in informal settlements in Mdantsane					
BCMM Solid waste department should improve collection and waste disposal points for all Mdantsane informal settlements					
BCMM to ensure that people who are residing in informal settlements have easy access to health care facilities					
The BCMM should fast-track the upgrading of informal settlements so that residents can be protected from the elements					

SECTION D: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za

Appendix 5

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (DEVELOPMENT PLANNING: LAND SURVEYING DIVISION)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: "An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality", which will be submitted to comply with the conditions of the master's degree in Human Settlements.

his information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE GENERAL PLANS OF INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by CROSSING it, and also provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Have the General Plans been approved?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Have the General Plans been approved?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Have the General Plans been approved?			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Have the General Plans been approved?			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Have the General Plans been approved?			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Have the General Plans been approved?			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Have the General Plans been approved?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Have the General Plans been approved?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Have the General Plans been approved?			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Have the General Plans been approved?			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Have the General Plans been approved?			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Have the General Plans been approved?			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Have the General Plans been approved?			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Have the General Plans been approved?			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Have the General Plans been approved?			

16. Z. SOGA INFORMAL SETTLEMENT (WARD 21)

Question	Yes	No	Comments
Have the General Plans been approved?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Have the General Plans been approved?			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Have the General Plans been approved?			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Have the General Plans been approved?			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Have the General Plans been approved?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 6

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (DEVELOPMENT PLANNING: CITY AND REGIONAL
PLANNING DIVISION)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE TOWNSHIP ESTABLISHMENT OF INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below?
You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it and provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the Township Establishment/ layout plan of this Informal Settlement been approved?			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

16. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has the Township Establishment/layout plan of this Informal Settlement been approved?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 7

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (HOUSING DELIVERY AND IMPLEMENTATION)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE PROVISION OF ADEQUATE HOUSING (TOP STRUCTURES) FOR THE RESIDENTS OF THE INFORMAL SETTLEMENT

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it, and also provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

16. Z. SOGA INFORMAL SETTLEMENT (WARD 21)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has the municipality started the process of providing the households of this informal settlement with houses? If not, after how long beneficiaries will await until the top structures are provided?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 8

STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM BCMM OFFICIALS (HOUSING PLANNING AND STRATEGY DEPARTMENT)

UNIVERSITY OF THE FREE STATE

INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY METROPOLITAN MUNICIPALITY

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE REGISTRATION OF RESIDENTS OF INFORMAL SETTLEMENTS IN THE NATIONAL HOUSING NEEDS REGISTER (NHNR)

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it, and also provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

16. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? IF not, can the department provide comments?			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has your department registered this informal settlement in the National Housing Needs Register (NHNR)? If not, can the department provide comments?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 9

STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM BCMM OFFICIALS (ROADS, STORM WATER AND PROJECTS: STORM WATER MANAGEMENT DIVISION)

UNIVERSITY OF THE FREE STATE

INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY METROPOLITAN MUNICIPALITY

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE STORM WATER MANAGEMENT SYSTEM PROVISION IN THE INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it and provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

16. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is there any storm management system that has been erected or installed in this in informal settlement to prevent water from running to the shacks during rainy days? Also explain under comment if you have any additional information to say.			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 10

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (ELECTRICITY DEPARTMENT)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem. It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF ELECTRIFICATION IN THE INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it, and also provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

4. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

5. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

6. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

7. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

10. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

11. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

12. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

13. EKUPHUMLENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

14. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

15. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the electricity been provided in this informal settlement?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 11

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (LAW ENFORCEMENT IN RESPECT OF ILLEGAL
ELECTRICITY IN THE INFORMAL SETTLEMENTS)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem. It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE ENFORCEMENT BY LAW ENFORCEMENT IN RESPECT OF ILLEGAL ELECTRICITY IN THE INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it, using the following 3-point scale where:

1= Yes

3= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

4. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

5. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

6. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

7. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

10. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

11. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

12. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

13. EKUPHUMLENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

14. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

15. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

16. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

18. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

19. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

20. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is there any illegal electricity in this informal settlement? If there is any, what the law enforcement department doing to curb illegal electricity?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 12

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (WATER PROVISION IN THE INFORMAL SETTLEMENTS)**

UNIVERSITY OF THE FREE STATE

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

**SECTION B: STATUS OF THE WATER PROVISION IN THE INFORMAL
SETTLEMENTS**

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it and provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any)			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

16. Z. SOGA INFORMAL SETTLEMENT (WARD 21)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is the water provided in this informal settlement? Also explain under comment section the type and standard of water that has been provided (if any).			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 13

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (SOLID WASTE COLLECTION FROM INFORMAL
SETTLEMENTS)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem. It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF THE SOLID WASTE COLLECTION FROM THE INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it and provide comment where necessary.

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

16. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Is the department of solid waste providing services of waste collection in this informal settlement? If not, what could be the reasons of not rendering such a service?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 14

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (ROADS AND STORM WATER PROJECTS: ROADS
DIVISION)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a master's in human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master's degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem.

It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Department in BCMM: _____

How long have you been working in this Department? _____

Rank/ Position: _____

SECTION B: STATUS OF ROADS IN INFORMAL SETTLEMENTS

What is your opinion regarding the following statement contained in the tables below? You are also required to provide comments (if any). Please indicate your answer by **CROSSING** it, using the following 2-point scale where:

1= Yes

2= No

1. HANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

2. HLALANI PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

3. PHOLA PARK INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

4. DUMANOKWE A INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

5. DALUXOLO INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

6. RAMAPHOSA INFORMAL SETTLEMENT (WARD 11)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

7. NKOMPONI INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

8. DACAWA INFORMAL SETTLEMENT (WARD 12)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

9. MASIBULELE INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

10. MATEMBA VUSO INFORMAL SETTLEMENT (WARD 17)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

11. EMPILISWENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

12. KHAYELITSHA INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

13. MATSHENI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

14. EKUPHUMLENI INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

15. NGIDI PARK INFORMAL SETTLEMENT (WARD 20)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

16. Z. SOGA INFORMAL SETTLEMENT (21)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

17. NAZO PARK INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

18. SISONKE INFORMAL SETTLEMENT (WARD 42)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

19. LILIAN NGOYI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

20. FRANCES MEI INFORMAL SETTLEMENT (WARD 48)

Question	Yes	No	Comments
Has the roads and footpaths been provided in this informal settlement?			

SECTION C: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andile@yahoo.com

Appendix 15

STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM BCMM OFFICIALS (HEALTH STATUS AND TYPES OF DISEASES AFFECTING HOUSEHOLDS IN INFORMAL SETTLEMENTS)

UNIVERSITY OF THE FREE STATE

INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY METROPOLITAN MUNICIPALITY

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem. It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Clinic: _____

Ward: _____

How long have you been working in the Clinic: _____

Rank/Position: _____

SECTION B: HEALTH STATUS OF RESIDENTS LIVING INFORMAL SETTLEMENTS

What is your opinion regarding the following statement? Please indicate your answer by **CROSSING** it, choosing your response as outlined below:

1= Yes

2= No

3= Not sure

Question	Yes	No	Not sure
Are the residents residing in informal settlements vulnerable to diseases due to their living conditions and environment?			

If you agree that people who are residing in informal settlements are vulnerable to diseases due to their poor living conditions and environment, you are therefore kindly requested to list the types of diseases that are prevalent in informal settlements and state the possible causes of such diseases in the table below:

Table 1: List of diseases and possible causes

Types of diseases that are prevalent in informal settlements	Possible causes of the diseases
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

SECTION C

You are kindly requested to list the types of diseases as mentioned above and state the suggested prevention to such diseases.

Table 2: Types of diseases and suggested prevention

Types of diseases that are prevalent in informal settlements	How can the diseases be prevented?
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

SECTION D: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: Andilem@buffalocity.gov.za or mshu1.andilem@yahoo.com

Appendix 16

**STRUCTURED QUESTIONNAIRE USED TO OBTAIN INFORMATION FROM
BCMM OFFICIALS (TYPES OF CRIMES AFFECTING HOUSEHOLDS RESIDING
IN INFORMAL SETTLEMENTS)**

UNIVERSITY OF THE FREE STATE

**INTERVIEW QUESTIONS TO THE BUFFALO CITY METROPOLITAN
MUNICIPALITY MANAGERS WHO ARE DIRECTLY AND INDIRECTLY INVOLVED
IN INFORMAL SETTLEMENTS UPGRADING IN MDANTSANE, BUFFALO CITY
METROPOLITAN MUNICIPALITY**

Dear Participant

My name is Andile S. Mshumpela, a Master of Human Settlements student at the University of the Free State. I am undertaking a research study for my dissertation under the title: **“An exploration into the plight of living conditions in informal settlements: The Case of Mdantsane Township, Buffalo City Metropolitan Municipality”**, which will be submitted to comply with the conditions of the master’s degree in Human Settlements.

This information will be used to explore or assess the living conditions of the households who are residing in informal settlements in Mdantsane. Kindly note that all information obtained from you will be treated confidentially and only used in aggregate for academic purposes.

You are therefore humbly requested to complete the attached, easy and straight forward questionnaire. It should not take any longer than 15 minutes of your time.

Your participation is critical as it will enable the study to adequately represent the views of the population of interest regarding the problem. It should be noted that data from this questionnaire is collected anonymously and thus you do not need to provide your name.

Yours sincerely

Andile Mshumpela

SECTION A (DEMOGRAPHIC INFORMATION OF RESPONDENTS)

Name of the Police Station: _____

Ward: _____

How long have you been working in this Police Station: _____

Rank/ Position: _____

SECTION B: SAFETY AND SECURITY OF RESIDENTS LIVING INFORMAL SETTLEMENTS

What is your opinion regarding the following statement? Please indicate your answer by **CROSSING** it, choosing your response as outlined below:

1= Yes

2= No

3= Not sure

Question		Yes	No	Not Sure
1	Are the residents residing who are living in informal settlements are vulnerable or victims of different types of crimes due to their living conditions and environment?			
2	Do you think that youth that is residing in informal settlements are the perpetrators of crime in informal settlements and to their surroundings?			
3	Do you agree that the youth that resides in informal settlements is involved in substance abuse e.g. alcohol and drugs			
4.	Do you agree that high unemployment rate could be the cause of criminal activities happening in and around informal settlements?			
5	Do you think the rate of crime can be reduced drastically if government can create employment opportunities for the youth in who are residing in informal settlement in Mdantsane?			

If you agree that people who are residing in informal settlements are vulnerable to different types of crimes due to their poor living conditions and environment, you are kindly requested to list the types of crimes that are prevalent in informal settlements and state the possible causes of the said crimes in the table below:

Table 1: List of crimes and possible causes of such crimes

Types of crimes that are prevalent in informal settlements	Possible causes of the crimes
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

SECTION C

You are kindly requested to list the types of crimes as mentioned above and state the suggested prevention to such crimes.

Table 2: Types of crimes and suggested prevention of such crimes

Types of crimes that are prevalent in informal settlements	What could be the solutions to prevent the crimes from being committed?
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

SECTION D: GENERAL COMMENTS

Thank you for participating in this study. The information you provided will be analysed and incorporated into the recommendation of the inquiry.

PLEASE RETURN THE QUESTIONNAIRE TO: andilem@buffalocity.gov.za or
mshu1.andilem@yahoo.com