AN ASSESSMENT OF THE HOUSING STRATEGY
DURING THE POST-APARTHEID ERA:
THE CASE OF WATERLOO IN
DURBAN

BY

PATIENCE NOSIPHO KHUMALO

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Supervisor: Dr Sam Geyevu

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HOUSING – DEVELOPING countries

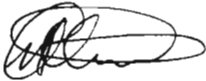## TABLE OF CONTENTS

DECLARATION

I, Patience Nosipho Khumalo, declare that this dissertation *"An assessment of the housing strategy in the post apartheid era: The Case of Waterloo in Durban"* is my original work and all sources that I have used or quoted have been indicated and acknowledge by means of complete reference. Further, this dissertation has not been submitted to any university.

Signature   :

Date   :   18 September 2003

DEDICATION

This dissertation is dedicated to the people who have played a very big role in my life:

My mother, Mrs L. J. Khumalo, through you I have managed to become the better person that I am today. You gave me education, which is the bread for life. I feel very sad that you are not here today to enjoy the benefits of your hard work.

My father, Mr M.D. Khumalo and my two sisters (Babongile, Sithembile) and my brother Mduduzi, for their daily support and encouragement, you always lifted me up. This work is all yours

ACKNOWLEDGEMENTS

It is true that in most cases one writes alone, but what we write is influenced by those around us and the environment itself.

I wish to acknowledge the assistance that I have received from various people in different stages of my study. I am thanking them for the full support they gave me. Firstly is Dr. Sam Geyevu, who was my supervisor. I owe him for the critical comments and the guidance he gave to me throughout this research study. This report is what is today because of him, for the misrepresentations I take the blame.

I am also grateful to the academic staff of the Social Policy Programme. Through their encouragement, commitment and support, I was lifted up each and every day. I also wish to pass my gratitude to the non-academic staff who made it easier for me through their daily support.

Abstracts

This research attempted to assess the housing strategy at Waterloo as well as the services such as electricity, sanitation, water, transport, adequate shelter and employment opportunities that are available for residents. The information was gathered through interviews and the use of questionnaires.

There were some problems encountered during the gathering of information. The questionnaires were completed by the household head and in some cases the head was not available, making it difficult for the researcher to continue smoothly, in such cases extra visits were made. In some cases the household head was unable to read, so the researcher had to read the questionnaire for him/her and then write down an answer. Another problem worth noting was that of acceptance of a researcher by the respondents, but the researcher was able to finally convince them and assured them of confidentiality of the information.

There were lots of problems raised by beneficiaries of Waterloo about the services rendered to them. Most of them are not satisfied with the type of houses built for them, they are small, some have leakages and no ventilators. Beneficiaries also complained about the basic services which are not available for them. The other services needed at Waterloo are health clinics, schools and transport. People have to travel long distances for other services and traveling to those places is very costly.

It is recommended that Government looks at the problems raised by the beneficiaries and improve on them. It would also help them when they are building in other areas not to make the same mistake again.

From this study it shows that the strategy in Waterloo partially meets the requirements of the beneficiaries and with the recommendations given, Waterloo will be a better place to live in.

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CHAPTER 1

1. Introduction

1.1 Research Aim

The aim of this study is to assess the success of housing strategy of South Africa in terms of meeting people's needs in the form of access to services such as clinics, shops, schools, transport and employment. This study therefore attempts to assess the housing strategy of the post-apartheid government in South Africa, using a case study of Waterloo to illustrate a range of issues that has emerged since 1994.

Housing should not be conceptualized as something more than just providing walls and rooftops, but a combination of services that makes a residence a place of proper living conditions. Housing is a central feature of human settlement. The South African Constitution (1996), which is the supreme law of the country, establishes a framework of principles and overall parameters for governance, which apply throughout South Africa. In the light of this, the Constitution provides that "everyone has a right to have access to adequate housing", and that state departments must take measures within their available resources to achieve this right (Act 108 of 1996). Provision for shelter for families is of fundamental importance to their livelihood. Everyone needs a place to live, regardless of age, job, race, disability, income or station in life. It is both a dwelling and basic community service and facility essentially required for a wholesome family and community life. The basic needs for human settlements are clean air for breathing, drinkable water, and efficient system of waste disposal for hygienic and sanitary surroundings.

The term housing is used to denote all forms of shelter provided on the basis of secure tenure, including formal housing, informal shacks within safe and formal environments and serviced sites. A safe and healthy environment is one, which at the minimum provides potable water, a sewerage disposal system, solid waste

disposal, road access for emergency vehicles and protection from fire hazards. In certain circumstances the management of surface water drainage must be an essential element for safety and health. Viable urban communities are those, which are fully integrated into urban economies of South Africa. The location of housing affects many critical elements of life in society. The location of housing determines public schools children can attend. The importance of this is due to the fact that education continues to be the vehicle for upward socio-economic mobility and for escaping the growing, permanent underclass, that drains so many resources from our economy. The location of housing also determines access to jobs. Those who cannot live within a reasonable commuting distance of where jobs are, become candidates for underemployment or unemployment. The overall implication is that the location of housing developments must take into account access to transportation networks, job opportunities and social which services are concentrated in the urban areas, particularly in the central cores of the cities. This will be in line with the proposed national urban housing goal of Urban Foundation, which, is to ensure a sustainable housing process in South Africa to enable all people to secure housing within a safe and healthy environment and within viable urban communities. (Urban Foundation, 1991)

1.2 Research objectives

The study intends to find out whether:
1. beneficiaries of the settlement of Waterloo have developed the basic houses that were built for them and if so, who among the residents have developed their houses?
2. residents of Waterloo have easy access to economic and employment opportunities.
3. residents of Waterloo have easy access to social services such as schools, shops, health clinics, transport services, water and other amenities.
4. the building of this settlement contributes in any way in integrating the city of Durban.

1.3 <u>HYPOTHESIS</u>

The research intends to provide answers to some critical questions, which at this stage will consists of research statements, which can be proved or disproved.
These are based on the objectives and they are:

1) That the building of waterloo settlement on the outskirts of the city of Durban has contributed, in a way, in integrating the city according to the plans of Urban Foundation.

2) That the constitution of the settlement has provided its residents with access to necessary adequate and required social services in the forms of schools, shops, health clinics, transport services, water and other amenities.

3) That the proximity of the settlement to the city of Durban makes access to economic and employment opportunities to its inhabitants easy.

4) That the beneficiaries of the settlement have been able to develop the original structures in the form of extending them.

1.4 Motivation for the study

Prior to the first democratic elections in 1994 in South Africa, the African National Congress released the Reconstruction and Development Programme (RDP) as its election manifesto. The RDP sets out 5 key programmes to rebuild and develop our country. These programmes are meeting basic needs such as jobs, housing, water and electricity, transport, etc; developing our human resources such as education and training, further education and skills and youth development; democratising the state and society such as upgrading infrastructure, labour and worker rights, tourism, etc, building the economy and implementing the RDP that is financing the RDP (RDP 1994). Not only did the ANC in this document declare housing a human right, it also promised to build one (1) million houses in its first five years in office. The RDP also sets standards for the houses to be built. These are that all housing must provide protection from weather, be a durable structure and provide reasonable living space and privacy (RDP, 1994:23). The promise of building 1 million houses by the end of the government's five-year term was also repeated in

the White Paper on a New Housing Policy and Strategy for South Africa (1995). The White Paper also aimed at increasing the share of housing to five (5) percent of the gross domestic product (GDP) (White Paper on New Housing Policy, 1995).

Two key strategies dominate housing policy and practice. One is the realisation that, where possible, informal settlements had to be upgraded. That is, instead of building new houses at new sites, resources had to be channeled at upgrading informal settlements. This came to be known as in situ upgrading of informal settlements (Hindson and McCarthy, 1995). The second strategy was the building of houses in what is commonly known as green fields. The green fields development is where houses are built in sites where there has been no housing.

The case of Waterloo falls into the second category. The settlement of Waterloo is situated in the north of the city of Durban. It is situated in the administrative entity, which is presently known as the North Central Council. It is few kilometers away from Verulam.

At the core of the housing strategy of the ANC government is the idea of incremental housing. This means that the government has to provide basic housing structure. It is hoped that the beneficiaries of the houses will further develop these basic houses into proper houses that can accommodate their needs. Central to the housing strategy is the idea of building houses in areas where there are economic and employment opportunities. At the metro government level, housing has been seen as an integral part of integrating the fragmented city that Durban is. Given the fact that houses at Waterloo were built just prior to the first democratic elections, and these houses have existed for almost six years now, it will be interesting to investigate whether the housing strategy has been successful in respect of easy access to basic services, such as portable water, sanitation systems, electricity, clinics, schools, shops and also access to employment.

1.5 Historical Background of the Place

Prior to 1991 Waterloo, which is situated north of Durban and close to Verulam and the seaside resorts of Umhlanga and Umhloti (see appendix 1), was a privately owned farm. In 1991, it was expropriated by the then Natal Provincial Administration to create space for the development of a housing project to ease the congestion of the human and social pressure on nearby areas of Cato Manor and Inanda (www.idasact.org.za).

Originally, Waterloo housing project was conceived as a "site and service" development project. This implies provision of a place to build a structure and the necessary basic amenities or infrastructure, such as water and roads by a government or its agents to a beneficiary who will intend be expected to develop the place in the form of putting up a house. But this original "site and service" development idea changed with shifts in housing policy after the new dispensation in 1994. The new policy made it possible for funds, in the form of subsidy, to be provided for by the Durban local government for the provision of low cost houses in the area. As at the end of year 2001, 1875 houses have been built in the area (www.idasact.org.za).

1.6 Policy Background

As stated in the historical background of the place the settlement of Waterloo was built in the early part of 1994 under the auspices of Kwa-Zulu Natal Housing Board. The four Provincial Housing Boards replaced the Regional Housing Boards, which had been established as an interim measure to adjudicate the allocation of fiscal resources to projects at the provincial level. These Regional Housing Boards were established in November 1993 as the result of the passing of the Housing Amendments Act (Act No. 155 of 1993). The Housing Amendment Act (Act No. 8 of 1994), which brought into existence the Provincial Housing Boards was also an interim measure pending a comprehensive new housing strategy and institutional arrangements (White Paper on Housing Policy and Strategy, 1995).

What is significant about these two pieces of legislation is that they were extensively negotiated by KwaZulu Natal government and the then extra parliamentary forces, the most important of which was the ANC. These negotiations took place mainly at the National Housing Forum. Bond (2000) states that there was a strong input from the ANC representative, Cobbett, in the National Housing Forum discussions. Cobbett subsequently became the first Director-General at the Department of Housing in 1994.

While the development of the settlement of Waterloo falls outside the parameters of the houses built under the ANC government, it is reasonable to argue that the philosophy behind housing policy in the transition to the democratic government was largely influenced by extra parliamentary forces, especially the ANC. Entities such as the Provincial Housing Boards, under which authority Waterloo houses were built, were the outcomes of negotiations in the NHF. The idea of Incremental housing, which informed housing developments such as Waterloo, continued to dominate housing policy and practice even during the democratic order.

The settlement of blacks in urban areas in South Africa has always been a contested issue. When the National Party came into power in 1948, it started implementing the recommendations of the Sauer report, which advocated for the slow down and the eventual reverse of Africans' movement into the urban areas (Hindson, 1985). According to Hindson (1985) says the long-term idea was to settle all Africans in territorially segregated areas, which came to be notoriously known as Bantustans, on an ethnic basis. The presence of Africans in urban areas had to be as temporary as their labour power was needed. These stringent measures aimed at curbing the movement of Africans into urban areas were somehow relaxed by the President's Council report, which called for the abolition of influx control and the pass. Hindson further, argues, however that while this report attempted to abolish territorial apartheid, it left residential apartheid intact.

This unwelcome presence of Africans in urban areas even showed in the houses built for them. The origins of the housing crisis in South Africa, in a way, could be argued to have started with the idea that certain groups in society were temporary sojourners in urban areas.

The lack of adequate housing and basic services however was not confined to urban areas alone. While the magnitude of the lack of housing in rural areas is not well known (Hindson and McCarthy, 1994), there is a consensus that the housing problem exists even there. Bond (2000) estimates the number of homeless families in South Africa's cities and countryside to be three (3) million by 1995. This figure is against the estimate of 1,3 million homeless families, which Bond claims to have been cited by the former Minister of Housing, the late Joe Slovo, in his inaugural parliamentary speech. While there might have been differences on the estimated housing backlog in South Africa, there could be no denial of the fact that the lack of adequate housing had reached crisis proportions in South Africa. In view of this, the job was well cut out for the then newly elected African National Congress government.

A comprehensive national urban housing strategy is essential in meeting the housing challenge. The challenge is to supply housing at a reasonable rate and scale and within the financial means of the poor due to this fact. The majority of those requiring housing are very poor. Housing delivery has been unable to keep pace with effective housing demand resulting in a housing backlog, which will also have to be cleared. The backlog is most acute for the black population but is also likely to be of significant proportions in the case of Coloured and Asians.

In 1982 July, the then Minister of Community Development said that the responsibility for housing should in the first instance remain with the individual himself. The individual should be assisted by his employer and private enterprise. The government can only play a supportive role. The following are essential ingredients of the new 1983 policy, which were elaborated in Circular Minute No.1.

1. reliance on the private sector for the delivery of housing for low-income people.
2. reliance on self-help initiatives in communities as part of the private sector's involvement.
3. a role of government in facilitating the private sector and self-help initiatives and indirectly providing for the needy, for example, welfare cases and pensioners.

These ingredients were endorsed in the White Paper on Urbanisation.

The housing backlog at the time the African National Congress government took over office was reported to be in the region of millions, but no one knows the exact figure. Even the government did not know the exact figure, and this became part of the problem. This was a big problem because it is not easy to begin planning and not knowing what you are planning for. The government was committed to a speedy redress of past apartheid imbalances as its pre-1994 election promises, said the Housing Minister Ms Sankie Mthembu-Mahanyele. From 1996 census and other surveys undertaken in the past years, the government now has a better picture of what the housing needs for the poor are..

The housing backlog estimates must take into account both the population currently residing in informal settlements and the creation of housing opportunities for those in inadequate formal shelter, such as outhouses or under-conditions of over-crowding. To meet this backlog, both upgrading of existing informal settlements and the initiation of new housing projects on vacant land is required.

In the pre-1994 election campaign, one of the ANC's slogans was "Houses for all". The first Gauteng Premier Tokyo Sexwale promised to build a million houses in five years. Two years into office the Gauteng government was nowhere into meeting this goal.

When former President Nelson Mandela opened Parliament at the beginning of 1998 he set the tone of the more realistic goals of government. He realized that the

target of building one million houses in five years set by national government was not attainable. There was hope before the 1994 elections that the housing backlog would be addressed soon because of the slogan of " houses for all" – the ministry is now looking at a period of 15 to 20 years to achieve this goal.

The National Housing Policy announced in May 1992 envisages a separate clause from slum and squatter settlements in urban areas and housing for the urban poor. Taking into account the policies of planned growth of urbanisation, income support and poverty alleviation, and together with steps to do away with the growth of slums in urban areas, the Central and state Governments would take steps to:

➢ avoid forcible relocation or dishousing of slum dwellers.
➢ encourage in situ upgradation and slum renovation.
➢ expand provision of water supply, sanitation and other basic services in slum and other settlements occupied by the poor.
➢ ensure proper maintenance of amenities through community involvement and decentralised institutional arrangements.
➢ integrate the provision of physical amenities with basic services including maternal and child welfare services and health care, structured on community participation and involvement of voluntary agencies and management by local bodies.
➢ promote incremental construction and upgradation by poorer households through access to land and services, through technical support, opportunities for skill upgradation and access to housing finance on flexible terms.
➢ Provide night shelters and sanitary facilities for the footpath dwellers.

CHAPTER 2

Literature Review

2.1 Introduction

This chapter is a summary of review of literature on housing within the global content. Reference will be made to specific countries in developed and developing regions of the world to derive comparative analysis of the relevant issues and apply any lessons from them to the South African situation.

A number of authorities on methodologies used in research offer insights into literature review. According to Babbie(1995), literature review relates to what others have said or written about the topic under consideration, the theories that address the topic, the research that has been done previously and the existence of consistent findings or disagreements in such studies.

Bless and Higson-Smith (1995) see literature review as being able to let a researcher familiarise him/herself with problems encountered by others in the same or similar area of study and how such problems were resolved.

Leedy (1993) considers review of literature as very essential to any form of social research investigation because it can reveal situations similar to those of the researcher and show approaches of other researchers in handling such situations. Further, it may reveal ideas and approaches hitherto unknown, about the problem under consideration, to the researcher thus enabling him/her to compare his/her work with those of other authorities.

2.2 Literature Relating to Global Phenomenon on Housing

The need for a roof over one's head , irrespective of status in society, is so important that it has been documented in many international literature .

Housing is regarded as a fundamental basic human right and thus enshrined in the Universal Declaration of Human Rights as "Everyone has the right to a standard of living adequate for the health and well-being of him/her self and his/her family, including food, clothing, housing and medical care.." (UNDHR, 1948 Article 25(1)).

The United Nations International Covenant on Economic, Social and Cultural Rights is widely regarded as one of the most important documents on housing globally. It states that: "The States Parties to the present Covenant recognise the right of everyone to an adequate standard of living for him/her self and his/her family, including adequate food, clothing and housing and to the continuous improvement of living conditions. The States Parties will take appropriate steps to ensure the realization of this right..." (UNICESCR,1966 Article 11 (1)).

The Habitat 11 Declaration also includes a commitment by States to "the full and progressive realization of the right to adequate housing as provided for in international instruments". (Habitat Agenda, (1996). (http://www.usn.org.za).

In view of the past history of South Africa it has been found necessary to document the need for housing in the constitution of the country. A summary of article 26 of the Bill of Rights in the Constitution implies that everyone has an inherent right to have a access to adequate housing and the state must put in place the necessary legislative framework to enable this to be realised. The legislation also places restrictions on evictions from homes and further specifies that only by an order of a court may one have his/her home demolished (Article 26).

But it has been widely acknowledged, all over the world, that the right to housing is only in theory and not in practice as the reality of the fact is that it has not been

adequately fulfilled. This may be due to a complex of factors such as inability of individuals to access housing and the non-preparedness of local, provisional or national governments to make housing available . Governments all over the world have been acting as principal landlords and hence their inability or unwillingness to provide houses or the necessary resources and framework for individuals to do so is a major serious problem that defeats the purposes of international instruments relating to housing.

Before the 1970s provision of houses in the United Kingdom was the responsibility of local authorities. Local authorities, in the forms of elected district and metropolitan councils, were expected to develop and manage rented housing and housing for sale. They borrowed the resource for this, is in the form of capital, mainly from the open finance market. However, debt charges and running costs were the responsibility of central government; they came in the forms of subsidies, rents and local taxes. Until the 1970s local councils were not allowed to make profit on rented housing but had free hands in running housing projects in the forms of provision and management. But since the mid-70s there has been a gradual process of central controls over local housing authorities and the advent and increase in numbers of non-profit housing associations has been noticed though they manage only a small proportion of the rented stock (Ball et al. 1990).

In the United States of America public housing is developed and managed by public housing authorities (PHAs) which are autonomous public corporate bodies created by local government but run by commissioners. PHAs are responsible for own funding and are expected to meet operational costs from rents. This used to be the case because federal subsidies were only for a long time available for debt servicing. However, things are changing and public housing authorities are now provided with operating and other forms of subsidies by the federal authority. Despite this provision of subsidies and the fact that the federal government is responsibly for providing detailed regulations for the operations of PHAs local autonomy is very evident in the affairs of PHAs (Ball et. al 1990).

2.3 Third World Situation

In the third world increase in population and its drift to urban centres, coupled with the inability of governments to meet housing demands has been the main consequences of housing problems. Population of Sao Paulo in Brazil has increased more than eight fold, from three to twenty-four million in half a century (Dogan and Kasarda,1988). Similar situations exist in major cities in China and India and Africa. This has resulted in deterioration in housing conditions in such areas all over the world. (Aldrich and Sandhu, 1995).

Despite the difficulty in having an accurate statistics of the number of people in the third world who are not housed adequately. Projections indicate that by the year 2010 half of the population of those living in major cities in Asia and Africa and other parts of the third world will live in slums or squatter settlements if adequate efforts are not made to provide them with appropriate housing facilities. This provision may not materialise considering the fact that presently inadequate housing in most third world cities is ranges from a minimum of 25 percent to a maximum or 90 percent of the total population (Aldrich and Sandhu. 1995).

Apart from the uncontrollable increase in population size other factors responsible for the inability for governments at all levels to provide adequate and effective housing to its citizens is the acute poverty of these governments which equally affects a majority of the population.

2.4 The Case of Zimbabwe

The housing problem in Zimbabwe, a country that shares similar history with South Africa in terms of foreign occupation, is not in any way different from the case of South Africa. There are only four major cities but the urban population was as high as 23 percent of the total population in the 1990s and expected to go beyond 30 percent after 2000. This has put serious pressure on the resources of the cities to provide adequate housing (http://wbln0018.worldbank.org).

Housing provision in Zimbabwe is the responsibility of local governments. Finance is provided by both the private and the public sectors. The central government, representing the public sector, contributes to the housing efforts through government housing subsidies while the private sector effort is through internal and external loans. The external loans are mainly from the world bank, as was the case in 1984 when the bank advanced a sum of $43 million to increase the number of affordable housing to low income earners. The internal loans are from the country's main building societies (http://wbln0018.worldbank.org).

2.5 The case of Namibia

Namibia shares similar colonial history with South Africa in the form of physical segregation of settlements in urban areas. Due to the acute shortage of houses in the urban areas, the government after independence in 1990 made housing one of its top four development priorities. It sought the assistance of United Nations in developing a National Shelter Strategy that resulted in the government becoming a facilitator of housing. The strategy is to allow the government to provide an enabling environment for people to build their own houses and not to be directly involve in construction of houses. The government provides the enabling environment by making available small loans, technical advice and roofing sheet grants. In this way the government of Namibia has made housing affordable to the majority of its population and has instilled trust in the people to help themselves. To bring about

sustainability of its housing program the central government actively involves Local Authorities by charging them with the responsibility of making affordable serviced land available to beneficiaries. Local Authorities are able to do this with the support of the communities they represent. In this way, it can be concluded that Namibia has been able to develop a housing strategy that involves the full participation of all stake holders, the community, the private sector, financial institutions, local authorities an interested individuals (http://www.vcn.bc.ca/citizens-handbook/unesco/most/africa5.html)

2.6 The case of Swaziland

Swaziland, like other Southern African countries, faces pressing challenges in its human settlements due to rapid population growth and urbanisation. Twenty percent of the population of the country is urban and about ten percent live in what may be described as "urban circumstances" in peri-urban areas that have characteristics of urban areas. This situation has posed serious challenges to the government in terms of provision of housing and the appropriate services that go with it. The government has responded to these challenges by giving the necessary attention on housing policy regulation and institutional development and investment programs (http:///www.ecs.co.sz).

The housing policy put in place to solve these problems, the Housing Policy for the Urban Areas of the Kingdom of Swaziland of 1993, has been seen to have weaknesses in making housing markets work. In view of these weaknesses the government decided to formulate a housing policy for areas where there are growth pressures. These areas are not only urban and peri-urban urban areas but also rural growth nodes.

The principle of the housing policy can be summed up as:

♦ The government's role of enabling property markets to work by providing the appropriate environment in the forms of providing direct assistance to low-income households.

- ◆ Capital investment in, and the operating costs of, services should be sustainable for service providers who should serve all low-income households living in urban and peri-urban areas and in rural growth nodes with at least some form of basic level of services. Further, the government is to have a hand in providing services. The Swaziland Electricity Board and The Swaziland Water Services Corporation are to provide bulk and connector infrastructures and services with the local authorities making sure of internal services.

- ◆ In the case of access to land, it is the responsibility of the government to assist low income households to have access to a plot with secure tenure in only one of urban, peri-urban or rural areas. The services provided should be affordable and households should have the right to use their plots for business activities provided this does not disturb their neighbours. Further, women should have the same legal and customary rights as men when it comes to land and housing and access to housing finance (http://www.ecs.co.sz).

2.7 The case of Lesotho.

In view of the inability of the government of Lesotho to satisfy the housing needs of its people it has created a conducive investment climate to enable the private sector to participate in housing delivery. In line with this it has negotiated with commercial banks to provide mortgage finance to those who qualify and are in need. For a long time, the government has been responsible for the direct housing of civil servants but recently has relinquished this responsibility in favour of encouraging home ownership. In line with human rights, all laws prohibiting women from accessing land, shelter and credit have been repealed. This strategy, it is hoped, will make housing accessible and affordable thus decrease the level of demand in the urban and semi-urban areas (http://www.lesotho.gov.).

2.8 The case of Botswana

In Botswana the delivery of housing and its associated services is the responsibility of the public and the private sectors. The public sector is represented by the Botswana Housing Corporation and the private sector by emergent citizen owned companies as well as non-citizen owned companies.

To meet the demand for housing the government has, among others, introduced self-help housing program, which is a policy for providing site-and-service plots to low income households. Apart from the Botswana Housing Corporation, the government is also involved in housing provision through the Department of Housing which is located within the Ministry of Lands, Housing and Environment. This ministry is responsible for the designing and formulation of National Housing Policies, monitoring and provision of guidance to Local Authorities both urban and rural, private developers and other institutions in the implementation of the National Housing Programs and related infrastructure projects (http://www.gov.bw).

The strategy of the Department of Housing in helping to alleviate the housing shortage include the following:

♦ Developing Uniform Standard Programmes for the provision of infrastructure required for residential areas in both urban and rural settlements.

♦ Determining standards of housing that are affordable and developing cost recovery programs in the housing industry.

♦ Serving as a store and source for the necessary information and expert advice to the appropriate government agencies and the government itself on issues dealing with national housing, policy, developments, management, valuations and other related matters (http://www.gov.bw).

2.9 The case of South Africa

The policy of Apartheid which segregated South Africans coupled with rapid urbanization are responsible for the immense backlog of houses in South Africa. Since the then apartheid government lifted the controls over migration and urban residency rights in the late 1980s, there has been an influx of people from the rural to urban areas. But there was a policy designed to discourage urbanisation. This was the apartheid policy of not providing low cost housing or appropriate financial or construction industries to supply them. To worsen the situation, there was no housing policy during the period of apartheid to deal with this (http://www.dialogue.org.za). This has resulted in the mushrooming of informal settlements into previously empty urban space bringing about the contrasting sight of dilapidated shacks of cardboards next to mansions fit for royalty.

The notion of "South Africa exhibiting first world and third world characteristics in people's living conditions" is a reflection of the above description of the housing environment.

Thus, it was not surprising that the African National Congress during its electioneering campaign in 1994 identified housing as a number one priority. It was in line with this that the party pledged itself to deliver about five million houses in five years, in an attempt to clear the backlog (RDP 1994).

The seriousness of the housing issue is reflected in a provision of the constitution. Article 26 of the Bill of Rights in the Constitution states that:

- "Everyone has the right to have access to adequate housing.
- "The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right.
- "No one may be evicted from their home, or have their home demolished, without an order of court made after considering the relevant circumstances" (The Constitution, 1996).

The preamble of the White Paper on New Housing Policy and Strategy for South Africa sums up vividly the housing situation. "Housing the Nation is one of the greatest challenges facing the Government of National Unity. The extent of the challenge derives not only from the enormous size of the housing backlog and the desperation and impatience of the homeless, but stems also from the extremely complicated bureaucratic, administrative, financial and institutional framework inherited from the previous government " (http://www.gov.za/whitepaper/1994/housing.htm).

The White Paper on housing envisages a partnership between the various tiers of government, central, provisional, and local, the private sector and communities as the main role players in housing provision. It tasks these main role players in the creation of an appropriate public environment that will be conducive in attracting the necessary capital both private and public in achieving its aim.

The White Paper was followed by The Housing Act of 1997 which commits the South African government to: "the establishment and maintenance of habitable, stable and sustainable public and private residential environments to ensure viable households and communities in areas allowing convenient access to economic opportunities, and to health, educational and social amenities in which all citizens and permanent residents of the Republic will, on a progressive basis, have access to:

- permanent residential structures with secure tenure, ensuring internal and external privacy and providing adequate protection against the elements
- potable water, adequate sanitary facilities and domestic energy supply".

Despite the necessary constitutional provisions, the laudable contents of the White Paper and The Housing Act 107 of 1997, it has been widely acknowledged, however, that access to adequate housing is a far cry from becoming a reality. This is blamed on lack of adequate resources in the form of finance and little awareness among roleplayers about the meaning of "adequate housing" and how it can be realised.

Adequate housing involves, among other things, the location , basic infra structure, the dwelling, the environment, affordability and sustainable process of housing.

Location of adequate housing implies houses must be well located with respect to urban opportunities and must avoid hazardous environments. Houses that are not well located add additional costs on owners, especially low income earners and it is important that this is avoided.

In terms of basic infrastructure, it is essential that adequate housing should provide access to certain basic services that are very essential for health. Water and sanitation are immediate examples in this case and an in-house water connection and waterborne sanitation should be regarded as the minimum level of services in most urban areas of the country.

In the case of dwelling, it is expected that adequate housing should have the characteristics that provide protection from the elements. It must also have suitable and adequate space for sleeping, relaxing and family life. For this suitable and adequate space it is recommended that a typical household of five people needs a minimum 20-30m2 core core house which can be enlarged to the size of 40-60m2 in future should the need arises. The provision of a pleasant, safe and convenient environment in which to live is another characteristic of adequate housing. In line with this a site of 100m2 is recommended as adequate if it has sufficient good quality public space for conservation and promotion of vegetation. It is inappropriate to have adequate housing which is not within the reach of those it is meant for. Thus, affordability is also an important characteristic of adequate housing and hence the recommendation that government subsidises infrastructure and facilities and further increases the housing subsidy of a 20-30m2 house to a maximum of R10000 and that of 40-60m2 to R21000. One other important characteristic of adequate housing is that the process of provision should be sustainable. Thus, it is recommended that households should be responsible for their own housing provision, and job creation in the form of hiring of local builders should be encouraged. Adequate housing must also be seen as appropriate in its social, political and cultural context. It is in line with this that community

participation is considered very essential in the planning of housing projects and also the availability of different forms of financial support . Another suggested factor that will contribute to adequate housing is the availability of a land tenure system that does not discriminate against women (http://www.usn.org.za).

In South Africa urban apartheid not only divided one racial group from another, but also placed the poorest sections of the population, the impoverished black majority, in townships on the urban peripheries, far from the commercial, industrial and service centres controlled by whites.

The city was not only racially structured, but also spatially fragmented. Development within the white urban core also promoted spatial fragmentation and urban sprawl. Planning regulations enforced separation of land uses, cutting residential areas off from commercial and industrial zones. One of the deepest problems left by apartheid spatial planning was the distances it created between the places of residence and places of work for the very poor, and the negative effects both on the quality of life of the poor and on the economic efficiency of the city. Further apartheid planning fostered separation of the races through the use of vacant land, buffer zones and natural systems. The open spaces created by this planning now offer opportunities for the re-integration of the city through residential infill (Hindson, 1998).

It is in line with this that there has been proliferation of low cost housing projects in and around the cities of South Africa. Most of these projects are government founded and a few funded and managed by Non-Governmental Organisations (NGOs). One of these NGOs funded housing projects is the Swedish International Development Agency (SIDA), which is a supporting programme for housing construction in not only South Africa but also Central America. The programmes have received international attention and have successfully reached households with very low income. SIDA has many years of experience in housing programmes for low-income earners and has implemented several successful programmes as its point of departure. It has initiated a similar programme in Port Elizabeth where there is a

great lack of housing. Estimates show that between 100 000 and 160 000 new houses are needed there. The high rate of unemployment, which exceeds 50% in certain areas, makes the problem more difficult to solve.

SIDA programme, Port Elizabeth Low Income Housing Programme (PELIP), offers micro-loans to family groups of 50 to 75 families. It is intended that the loans shall be used to build, renovate or repair the families' houses. Even those who do not have a permanent job but work in the informal sector can borrow money. A requirement from borrowers is that they must spend 30 working hours per week of their own time on the building work.

In SIDA experience, poor households are often better at repaying their loans than average income earners. Women are also better at repaying loans than men, 50% of the loans in PELIP are granted to women. This project shows that poor people have a strong resolve to improve their lives and can build and can pay.

Metropolitan Durban has been one of the fastest growing regions in the country. Since the privatisation of low income housing in the mid 1980's attention was turned towards medium and high-income housing. The need for low-income housing, evidenced in the proliferation of informal housing, has been recognised, and the Waterloo Housing Development is part of the solution to the lower income housing crisis in the Durban Functional Region.

The primary aim of the housing programme is to meet the housing needs of lower income households in the Durban Metropolitan Area (DMA) over the next two decades. The government promised to give priority to those who had nothing at all, but it seems as if the government is not assisted as it is expected to build at its own expense. The government is unable to build houses for all those who need them due to inadequate financial resource (Waterloo Homeowners' Guide, 1994). Thus, the only way the Provincial local government assists the house owners would be by

subsidising them. More or less than 60% of the households of DMA earn less than R1500-00 per month and are largely reliant on the housing subsidy to meet their basic needs. Unemployment rates are high and there are no bank loans available for low-income households. The government is recognised for doing well in terms of delivery programme in KZN. As compared to other provinces, KZN has had the largest number of project approvals of all provinces, which reflects that it is the most populated province. (Housing Fax-Housing Facts, July 1998).

Housing delivery in the DMA has been impressive, after an initial start which was very slow and build up period delivery is now around 16 000 units per annum (A Strategic Housing Framework for the DMA, Feb 99). Everybody requires safe and healthy homes in order to survive and reproduce themselves and to improve their quality of life and standard of living. In terms of basic health and safety, this requires access to waste and energy services (A. Williamson, 1986). All this is not possible in these government houses. By looking at Waterloo houses, they are very small and therefore the environment is not a healthy one. People are overcrowded; they are unable to breathe fresh air. (Hardoy et al).

Affordable housing delivery is a crucial element in the transformation of the city and its re-development away from the apartheid city structure. The vision of the Durban Metropolitan Council is that by the year 2015, Metropolitan Durban will be a thriving world-class industrial and commercial centre, an attractive tourist destination, and gateway to Kwa-Zulu Natal and Southern Africa. It will be a clean and safe environment with full, effective employment, with its residents living an acceptably high quality of life that can be sustained. Democracy and tolerance will be an established way of life in a united Metropolitan Area, with a high level of service and development orientation and civic pride.

The Housing Mission of the Durban Metropolitan Council (DMC) is to:

- implement the vision within the context of a sustainable and integrated development-planning framework.
- achieve the annual delivery of at least 16 000 to 24 000 housing opportunities in the Durban Metropolitan Area (DMA) over the next 20 years.
- establish housing as a lead sector in the economic and social development of the DMA.
- Ensure that the provision of housing opportunities and the development of balanced neighbourhoods will become part of a broader strategy to re-structure and transform the present sprawling and inequitable urban form into a more compact, integrated and accessible environment.
- Provide households of different interests and means with a range of tenure options and a variety of delivery systems, which will enable access to housing opportunities in an affordable and sustainable manner.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This chapter deals with the method used to collect the required data for the research, the tools used in the data collection, the procedure and the reasons for doing so. It also states the problems encountered in the field whilst conducting the research.

A research method may be understood as any of the numerous methods or techniques in gathering data for the purpose of conducting a research. In line with this, Kothari, (1990:8) posits that research methods or techniques refer to the numerous available means researchers use in conducting research operations in efforts to solve problems.

3.2 Instruments used to collect data

The instrument used in the study was a questionnaire, which was designed and structured in accordance with the aims and objectives of the study. There was a pilot study involving the use of the questionnaires to test their validity and reliability. This consisted of selecting twenty households randomly in the area of Waterloo and interviewing them using the questionnaires. The questionnaires consisted of five sections: Bibliographical data, Socio-Economic background, Employment status, Housing and Community organization. The questions were in the form of open and close-ended. Close-ended questions dealt with specific issues and were used to simplify certain situations by giving answers to questions by a simple yes or no. It is easy for a respondent who does not know the answer or has no opinion to try to guess the appropriate answer or to answer randomly. Open-ended

questions allowed respondents to give their suggestions and personal opinions with respect to the questions. It also encouraged the respondents to give their opinions more fully and in a manner they felt comfortable with. The advantage that the researcher noticed about using open-ended questions was that the questions revealed some findings that the researcher did not anticipate in addition to the expected ones.

The questionnaires were personally hand delivered to the selected sample and were later collected by the researcher to ensure greater response rate.

The interviews were conducted by the researcher herself in an attempt to limit the mortality associated with using research assistants to collect data. Most of the interviews were conducted in the evenings and on weekends when the household head was likely to be at home. The researcher interviewed the household head by using the questionnaire and going through the sequence of questions with the respondent having a copy for his or her reference. In some instances the household heads were unable to read and in such cases the researcher assisted in explaining the questions. However, the researcher had to guard against giving too much guidance to the respondents to avoid leading him/her in answering the questions.

The researcher targeted residents of Waterloo, i.e. house owners and house renters in accordance with the hypotheses of the research. Contingency questions were also used in an attempt to get more clarity on some issues. Bailey (1987:137) defined contingency question as a question whose relevance to the respondent is determined by his or her response to an earlier question.

Another important instrument used in this research was that of observation. The researcher had to make a number of visits to the area to observe the environment in terms of the existing facilities so as to be in a good position to ascertain the validity of some of the answers to the questionnaire.

Another problem worth noting is that of acceptance of the researcher by the community. The researcher had to introduce herself and explain the purpose of the study. The respondents were assured that they would also benefit at the end of the study as the findings will be published and made available to Durban Metropolitan Council for any appropriate action to be taken by authorities.

The researcher also had to dig deep into her persuasive ability to convince respondents that answering the questions was not a test situation that demanded right or wrong answers, and that all answers should be what a respondent perceives it as it should be. The respondents also had to be convinced that the answers given to all questions would remain anonymous. Fortunately no serious problems were encountered during the interviews and most of the respondents were cooperative.

3.5 Summary

The main instrument used in this study was the questionnaire. The respondents were selected randomly and interviewed for the purpose of collecting the needed data. A pilot study was undertaken for the purpose of testing the questionnaire.
The tools used in the data collection, procedure and problems experienced in the field and how they were overcome were highlighted.

CHAPTER 4

DATA PRESENTATION, INTERPRETATION AND ANALYSIS

4.1 Introduction

Raw data gathered through the use of questionnaires, interview schedules and any other social research data -collecting tool will be meaningless and of no use unless placed into categories. Placing data into categories enables a researcher to present, interpret and analyze data by looking for similarities and differences, for groupings, patterns and items of particular significance (Bell, 1993:127).

It is also very important to analyze and interpret any data collected for social research purposes to make possible an empirical testing of the hypotheses. This will enable the results of the study to be presented in an understandable and convincing manner.

Bailey (1994:378) posits that presentation and interpretation of data may be done entirely verbally or statistically or a combination of both. The aim of statistical analysis is to further the overall goal of understanding social phenomenon which is achieved at the stage of statistical analysis through the process of description, explanation and prediction.

In this research a combination of both verbal and statistics presentation and interpretation of data is used to bring about explanation of social phenomena.

4.2 Biographical Data

To paint an appropriate picture of the types of respondents interviewed for this research, the questionnaire was drafted to reflect the biographical background of

the respondents. The biographical data dealt with questions of gender, age, marital status and level of education.

4.3 <u>Gender</u>

With respect to gender data collected showed that 65% of respondents are females while 35% are males. Fig. 1 below illustrates this. This may be in line with the fact that in South Africa there are more women household heads than men.

Fig 1: Gender
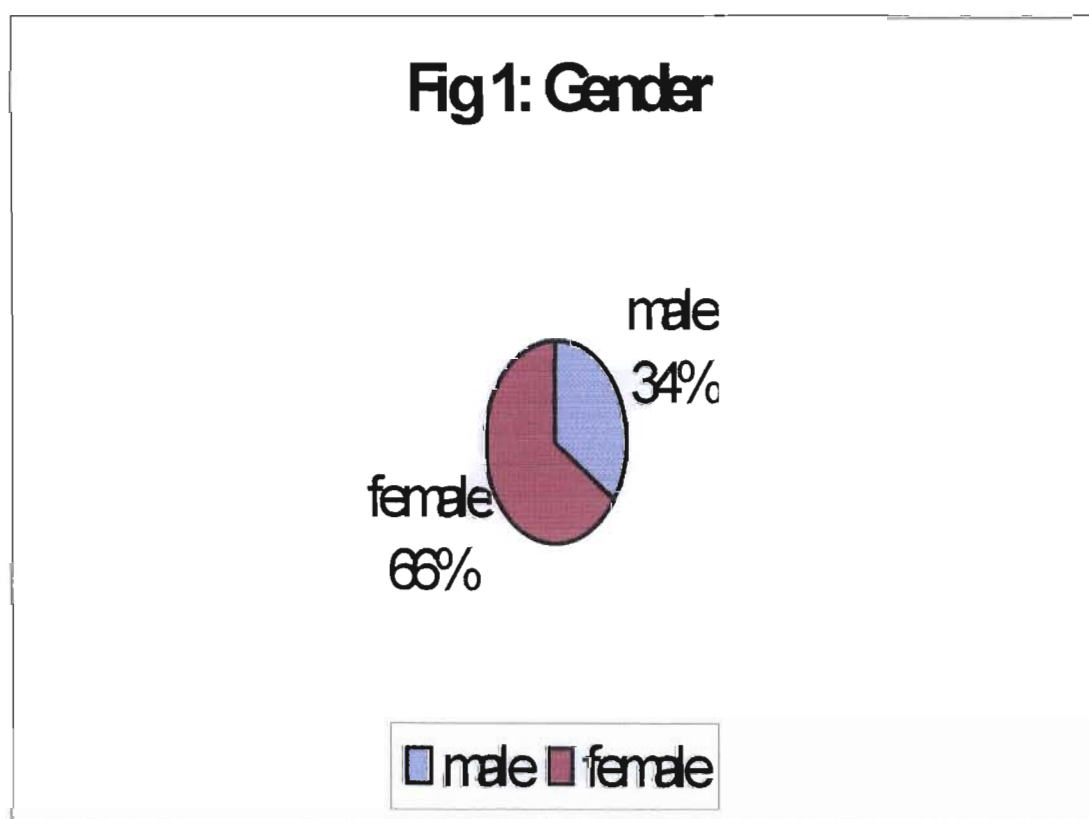
4.4 Table 1: Age Group of Respondents

Age group	Frequency	Percentage
0-19	_	_
20-29	10	34

30-39	8	28
40-49	5	17
50+	<u>6</u>	<u>21</u>
Total	<u>29</u>	<u>100</u>

Fig. 2: Age group of respondents

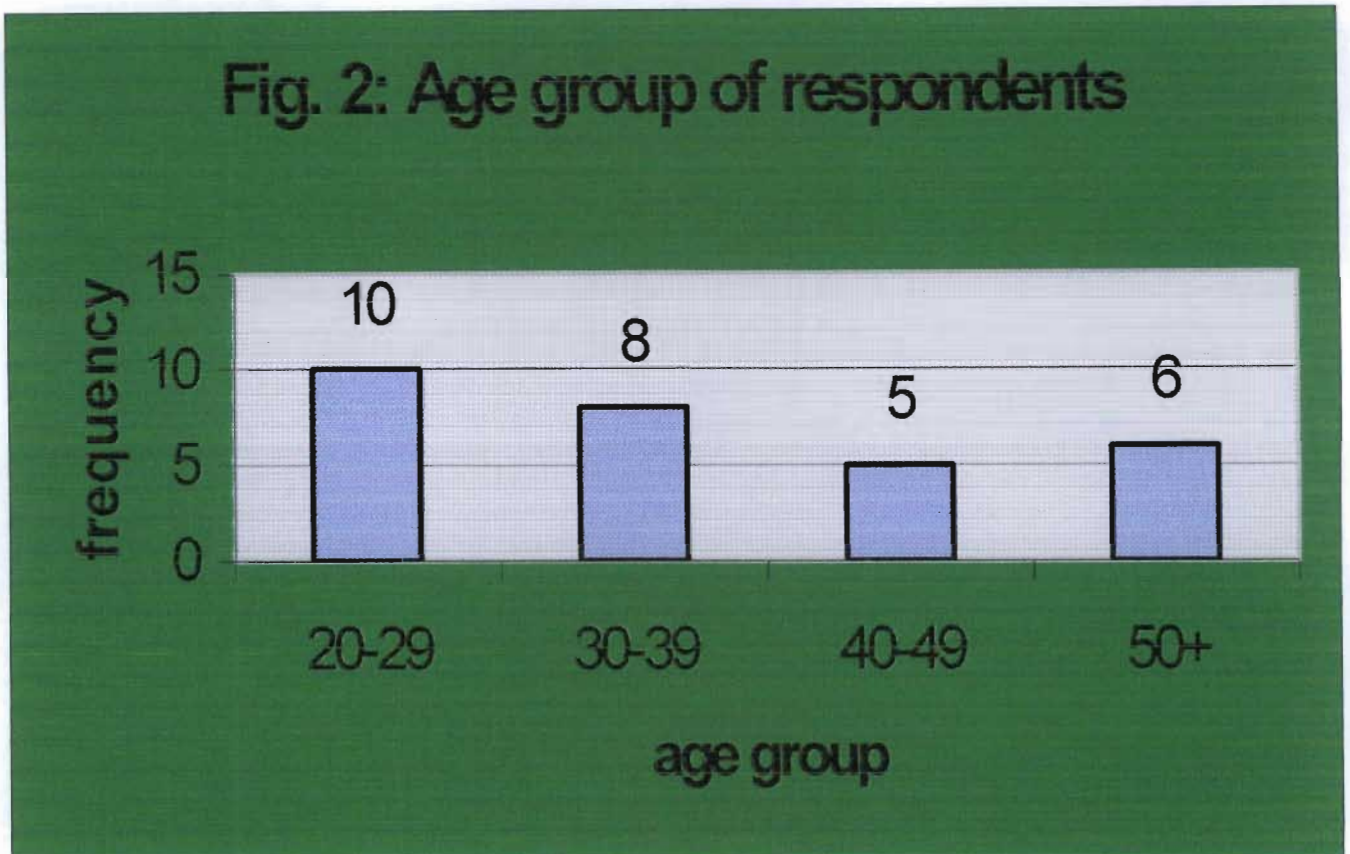| age group	frequency
20-29	10
30-39	8
40-49	5
50+	6

The table and the graph above illustrate that all respondents fall within what may be termed as the working age group. Apart from this the illustration also paints a picture of a greater percentage of respondents (62%) being in the young population age group of between 0-39 years. This can be explained by the fact that it is often easier for people in a younger age group to move to new environments in an attempt to seek alternate life. Those in older age groups may become socially and emotionally attached to places they have lived in for a long time and hence find it difficult to move to new environments. It is also possible that by being at a place for

a long time they have a high probability of settling down at these places and thus reluctant to move to a new place.

4.5 Marital Status

Data pertaining to marital status indicate that while as many as 72% of respondents are single only 28% are said to be married. This again may be a reflection of the fact that those who are single are more likely to have the motivation to move to new environments than those who are married. An explanation of this may be that those who are single may not need any permission from anybody to move while those who are married may need to convince their spouses. This may not be an easy task and therefore may be a contributing factor to the low percentage of married respondents in the survey.

4.6 Table 2

LEVEL OF EDUCATION

Level	Frequency	Percentage
Primary	8	28
Secondary	18	62
Tertiary	1	3
Skills training	0	0
No Education	2	7
Total	29	100

Fig. 3: Level of Education of Respondents
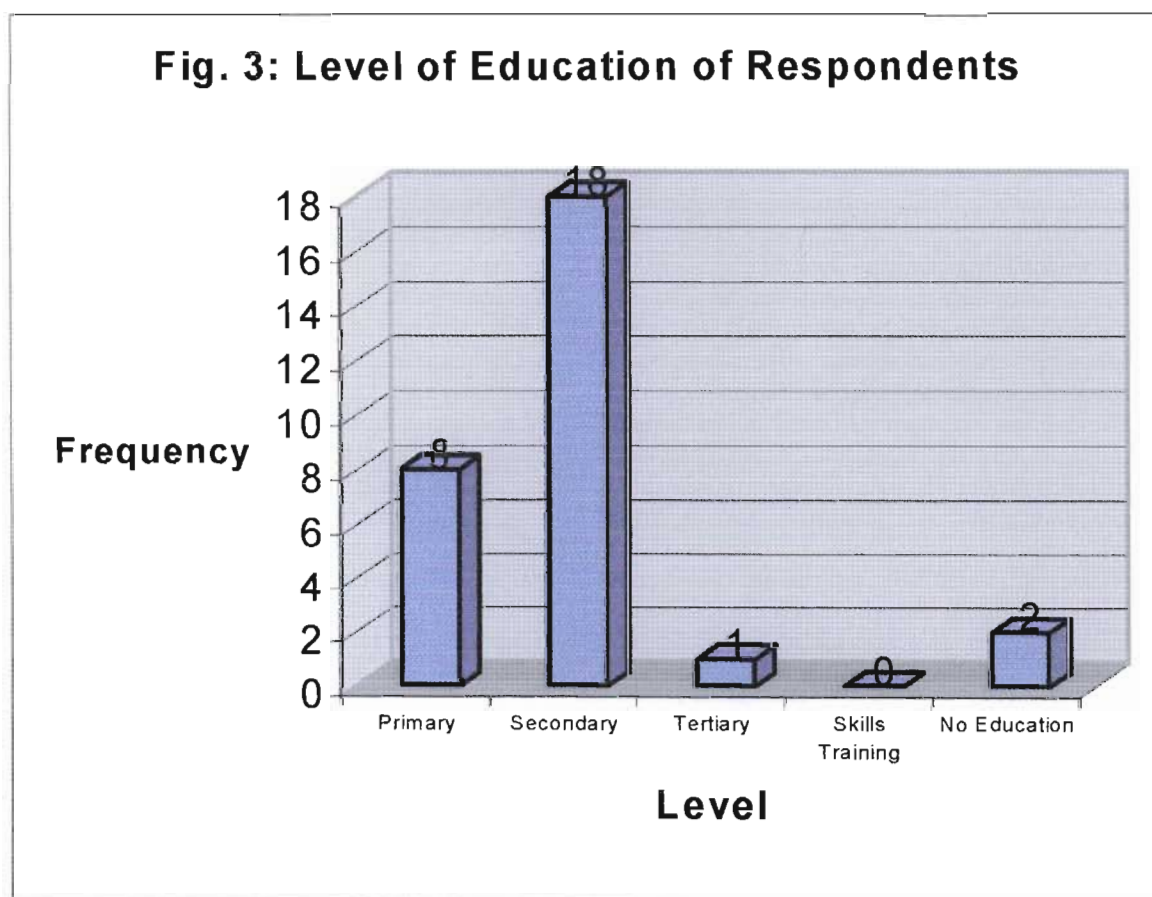
The table and figure above show that a greater percentage of respondents (93%) have acquired some form of basic formal education ranging from primary to tertiary and only 7% of respondents claim not to have had any form of formal education.

4.7 Socio-Economic Background

Respondents were asked a number of questions in an attempt to elicit appropriate responses pertaining to their socio- economic background. With respect to the question where the respondents were living before moving to Waterloo, 69% of them indicated that they were living in locations, Inanda being the main area of origin. This can be attributed to the fact that Inanda happens to be the biggest location closest to Waterloo. 14% of respondents had moved to Waterloo from suburbs of Tongaat, Windermere and Mt. Edgecombe and 17% from rural areas of Gingindlovu, Bulwer and Maphumulo.

Respondents gave a variety of reasons for leaving their previous place for Waterloo. These reasons are indicated in the graph below. Prominent among these reasons are that respondents (38%) wanted places of their own, wanted to be independent (17%) and because there were inadequate facilities (14%). Other reasons are motivation by the availability of housing subsidy (10%), proximity or nearer to place of work (10%), possibility of getting employed (7%) and conflict in previous area (3%).

Fig. 4: Reasons for leaving previous places
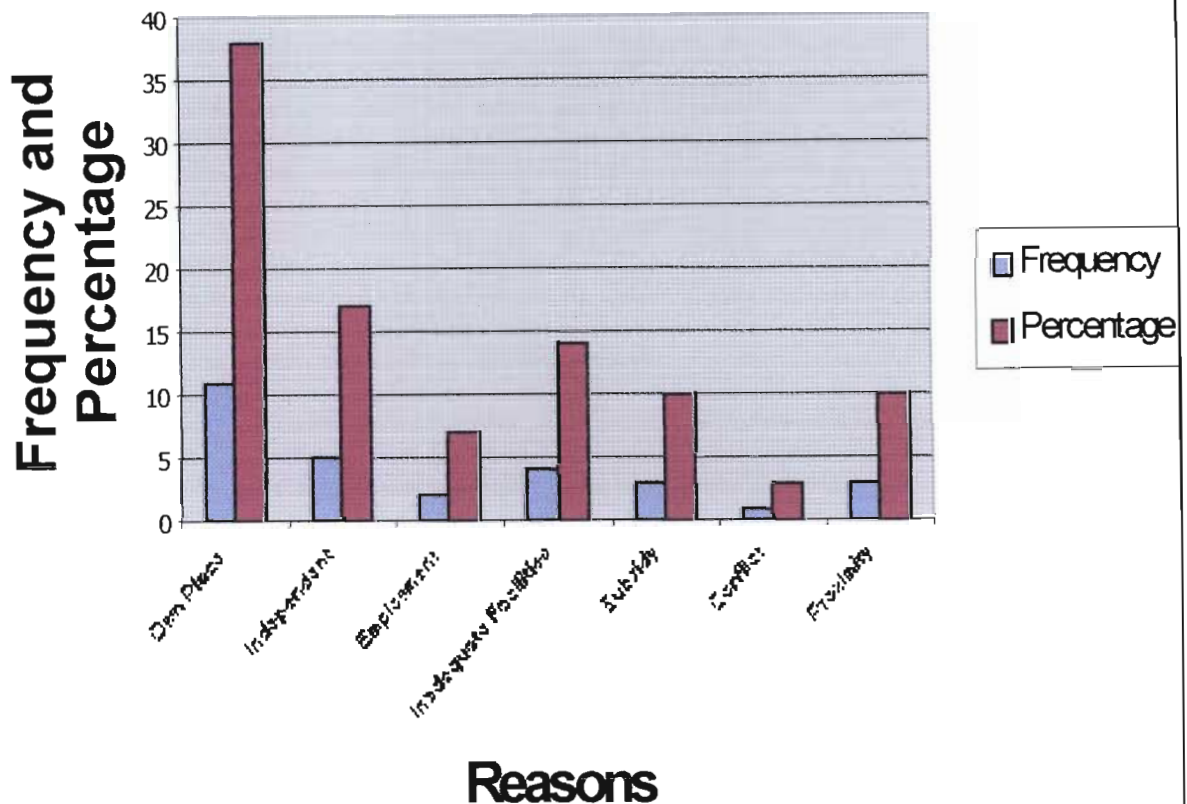
However, when respondents were asked to give reasons for choosing Waterloo, the predominant reasons were the availability of the place i.e., there was no other alternative, (31%) and a better place in terms of being peaceful (21%). The possibility of owning a house (17%), availability of subsidy (17%) and closer to place of work (14%) are the other reasons that motivated respondents to choose Waterloo. The figure below illustrates this vividly.

Fig. 5: Reasons for choosing Waterloo
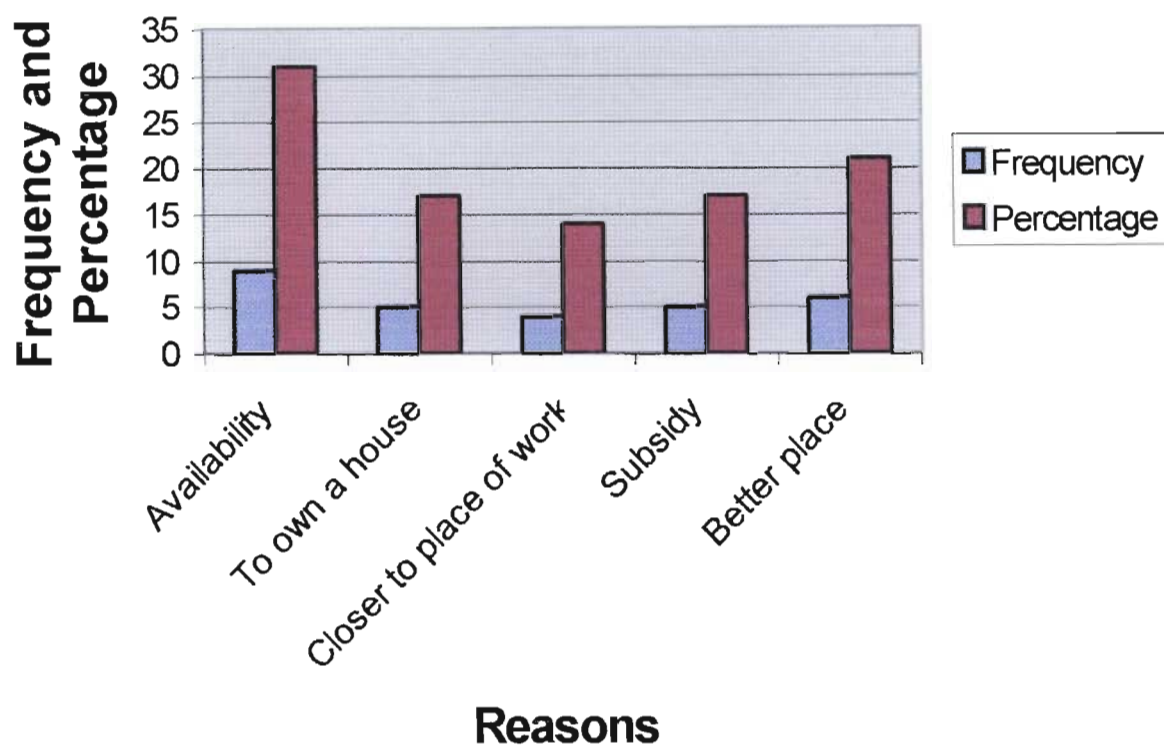
When respondents were asked how they find Waterloo compared to their previous places, majority of them (69%) said they found the place better. Only 14% of the respondents said they found the place inappropriate because of high level of crime, 10% found Waterloo poorer than their previous place and 7% indicated they did not find any difference because Waterloo was still developing. These reasons are indicated in the figure below.

Fig. 6: Comparison of Waterloo to Previous Place of Residence
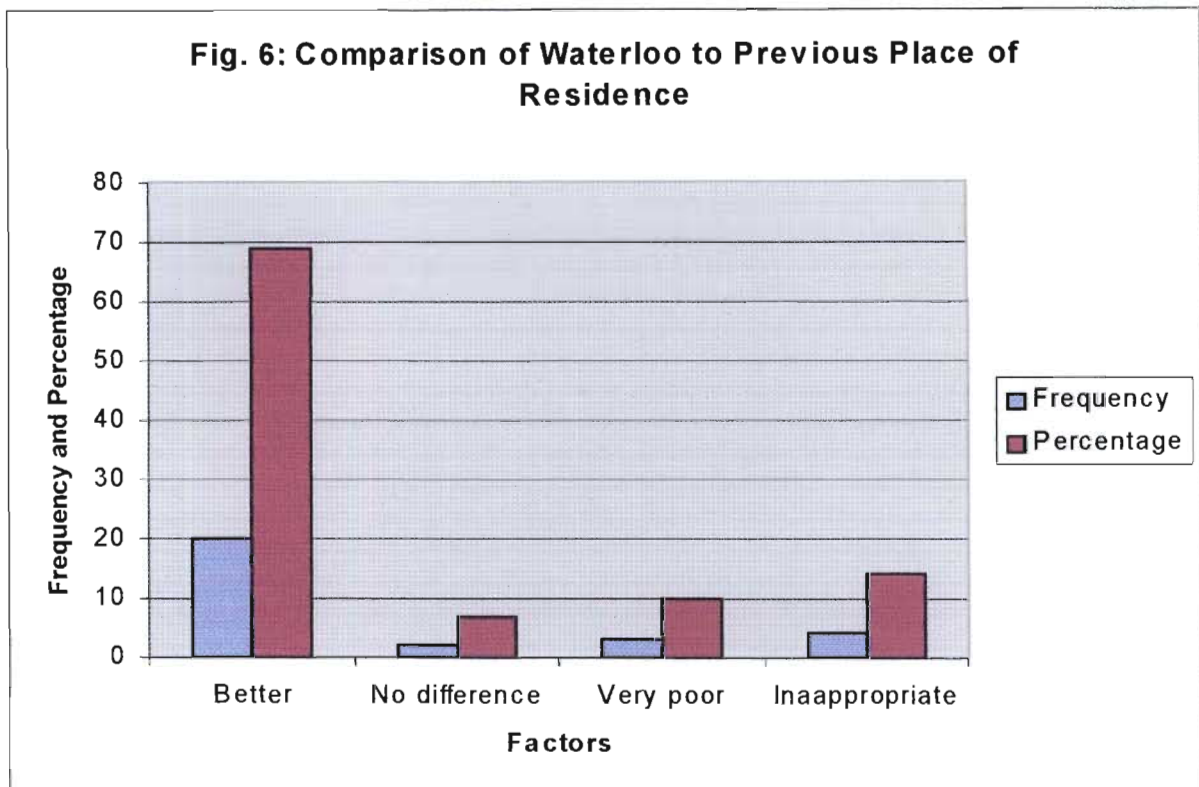
4.8 Employment Status

Data collected regarding employment status of respondents gave an indication of 62% of them to be employed and 38% to be unemployed. Figure 7 below is an illustration of the above facts.

Fig. 7: Present Employment Status of Respondents

38%

62%

Yes
No
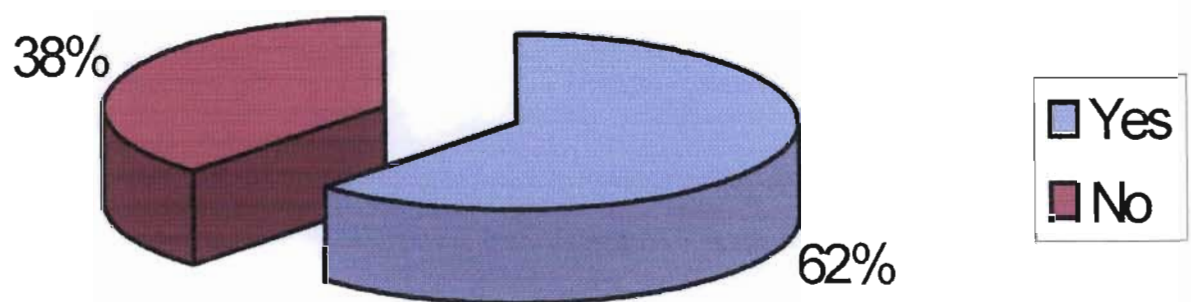
This is not surprising, as employment and income may be considered as two important variables capable of motivating people to move and settle elsewhere.

Respondents mentioned a number of towns and areas where they had been employed before moving to Waterloo. Most of these towns and areas, Pinetown, Mobeni, Durban North, La Lucia, Congella, Cleremont, and Kwamashu, do not represent where respondents had lived before moving to Waterloo. It may be deduced from this that respondents did not work where they had previously lived before moving to Waterloo though 7% of them had indicated that to look for employment was one of the motivating factors for their movement.

An attempt was made to find out if the establishments where the respondents had worked in still exist after their movement to Waterloo or had been closed down. Only 3 out of 18 respondents who had been employed or 17% of them said the establishments had been closed down while 62% of them indicated the establishments still exist. Thus it may be established that the movement to Waterloo was not primarily to look for employment opportunities.

56% of respondents who are currently employed are domestic workers, 11% are mechanics, 11% are general labourers, 6% work for the security industry, 6% are taxi drivers, 6% in the building industry and another 6% in the teaching service. An analytical look at the type of occupation of respondents shows that respondents are low skill workers in the private sector. Only one respondent, a teacher may be regarded as a government employee.

The table below illustrates monthly income pattern of respondents.

Table 3

Monthly Income	Frequency	Percentage
R0-500	2	11
R500-1000	5	28
R1000-1500	6	33
R1500-2000	4	22
R2000-3000	1	6
R3000+	0	0
Total	18	100

It can be deduced from the figures that all respondents are low income earners as only one out of the 18 people employed earns between R2000-R3000. This is clearly due to the type of occupation respondents are involved in. As stated earlier most of respondents are domestic workers and hence the low level of income.

An earlier analysis indicates respondents that are employed work out of Waterloo. A look at the data collected on means of transport and cost of transport of

respondents reveals that private transport in the form of taxis is the main carrier and on the average cost respondents R10 per day to and from work. Considering the low income of respondents it may be stated that transport cost of R10 per day is very expensive.

4.9 <u>Housing</u>

When respondents were asked if they own the house they currently live in or are tenants, 93% of them gave an indication that they own the house while only 7% said they are tenants. Figure 8 below illustrates this fact.

Fig. 8: Ownership Of House

7%

93%
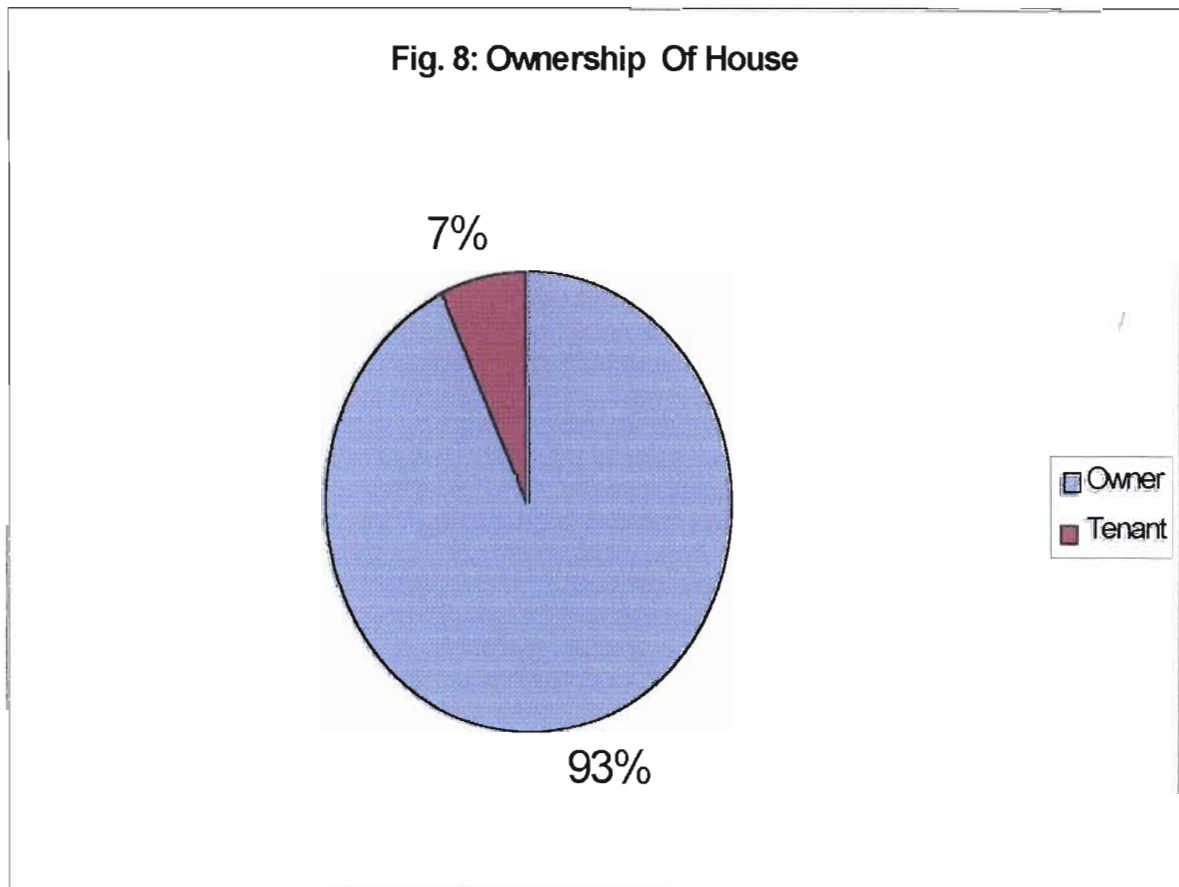
- Owner
- Tenant

What may be deduced from what may be termed, as 93% ownership is that, those respondents who left their previous place of residence to Waterloo because they

wanted a place of their own or because of housing subsidy or wanted to be independent have had their aspirations satisfied.

Service charges in the forms of payment for electricity water and refuse collection by those who own houses range from R50 to R300. The table below gives a vivid picture of service charges paid by respondents.

Table 4

Service Charges

Amount	Frequency	Percentage
R50	6	22
R100	8	30
R150	5	19
R200	7	26
R300	1	3
Total	27	100

A further analysis of the above data gives R131.50 as the average service charge per month paid per respondent. This, compared with an average income of R694.00 (derived from table 3), makes the average service charge 20% of the average income. Thus comparing the service charge with income, it may be concluded that respondents pay high service charges. Those who are tenants pay R200 per month as rent.

One of the hypotheses of this research is to establish if the beneficiaries of the settlement of Waterloo have developed the basic houses that were built for them. Data collected in an attempt to prove or disprove the above hypothesis indicate that only 24% of respondents have extended their houses while as many as 76% have not as illustrated by the figure below.

Fig. 9: Extention of Houses

Yes
24%

No
76%

Yes
No
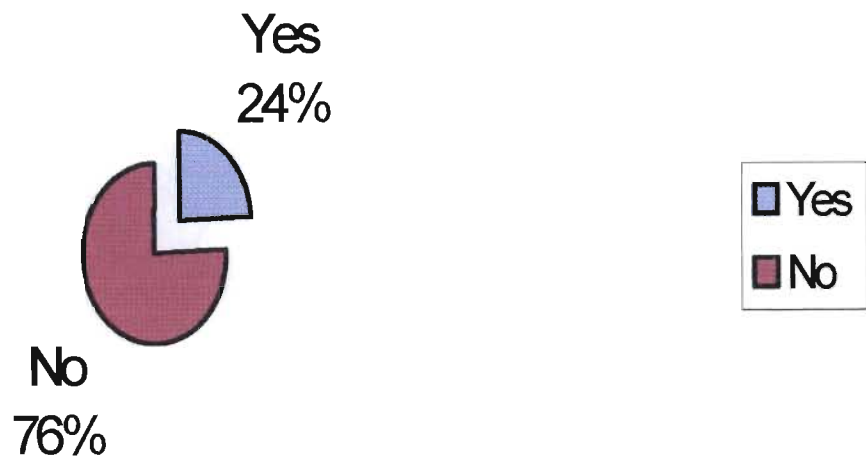
Thus it will appear that the majority of beneficiaries of the settlement of Waterloo have not developed the basic houses that have been allocated to them.

An attempt was made to establish the reasons for the extension of houses and the response was overwhelmingly "for the family". When respondents were asked what form the extension to their houses has taken, the response was in the form of extra rooms. It may imply that the size of the houses at Waterloo is small and hence the need for extension to accommodate large family sizes that respondents appear to have.

81% of those who have not extended their houses said financial constraints were their main stumbling block, 14% of them said they were still in the planning stage of extending their houses and 5% indicated that they do not have enough space to extend their houses. The figure below illustrates the above facts.

Fig. 10: Reasons for not Extending the House

Still Planning 14%

No Space 5%

Financial Constraint 81%

- Financial Constraint
- No Space
- Still Planning
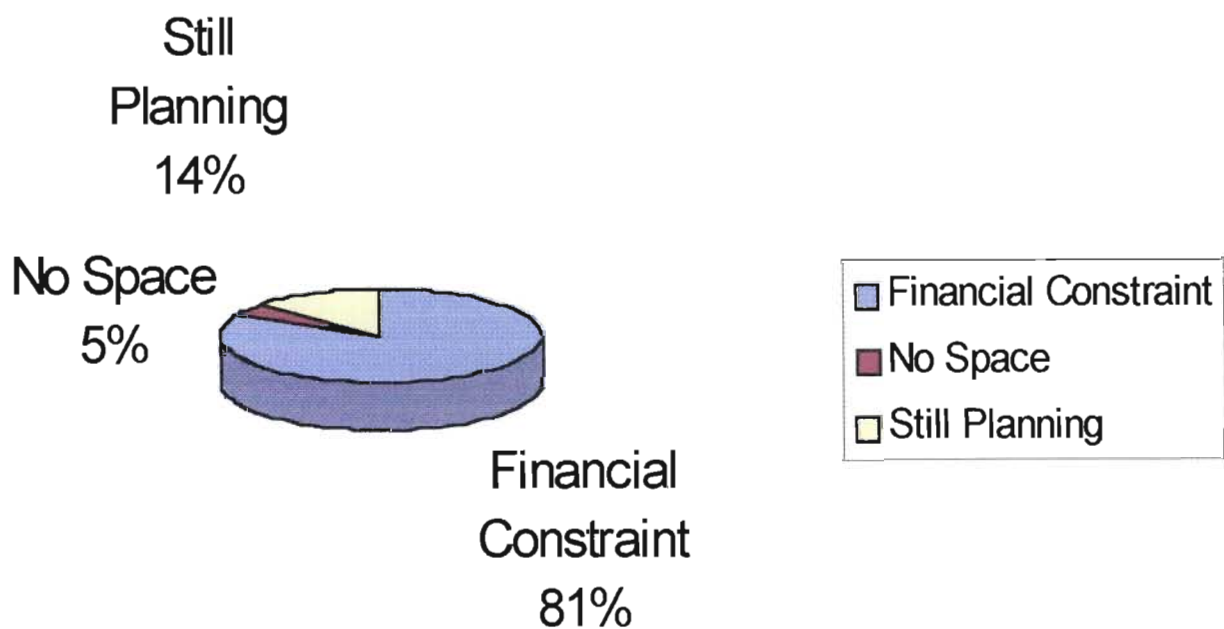
All the 22 respondents who have not extended their houses said they have intention of extending them. It can be deduced from this that the sizes of the houses are small. What may also motivate considerably to the extension of the houses is the family size. The average family size, calculated from the data collected is 4.5 people per family consisting of parents and children.

93% of respondents expressed dissatisfaction with their houses while 7% indicated their satisfaction. Those who expressed satisfaction indicated provision of subsidy as the main reason for their satisfaction.

The table and the figure below show reasons for respondents' dissatisfaction with their houses.

Table 5

Reason for dissatisfaction	Frequency	Percentage
Small size only	9	33%
Small size, leakages, cracking	11	41%
Small size, no ventilators, poor roof	2	7%
No proper toilet and kitchen	1	4%
Doors improperly fixed	3	11%
Toilets too close to kitchen	<u>1</u>	<u>4%</u>
Total	<u>27</u>	<u>1 00%</u>

Fig. 11: Reasons for non-satisfaction of Houses
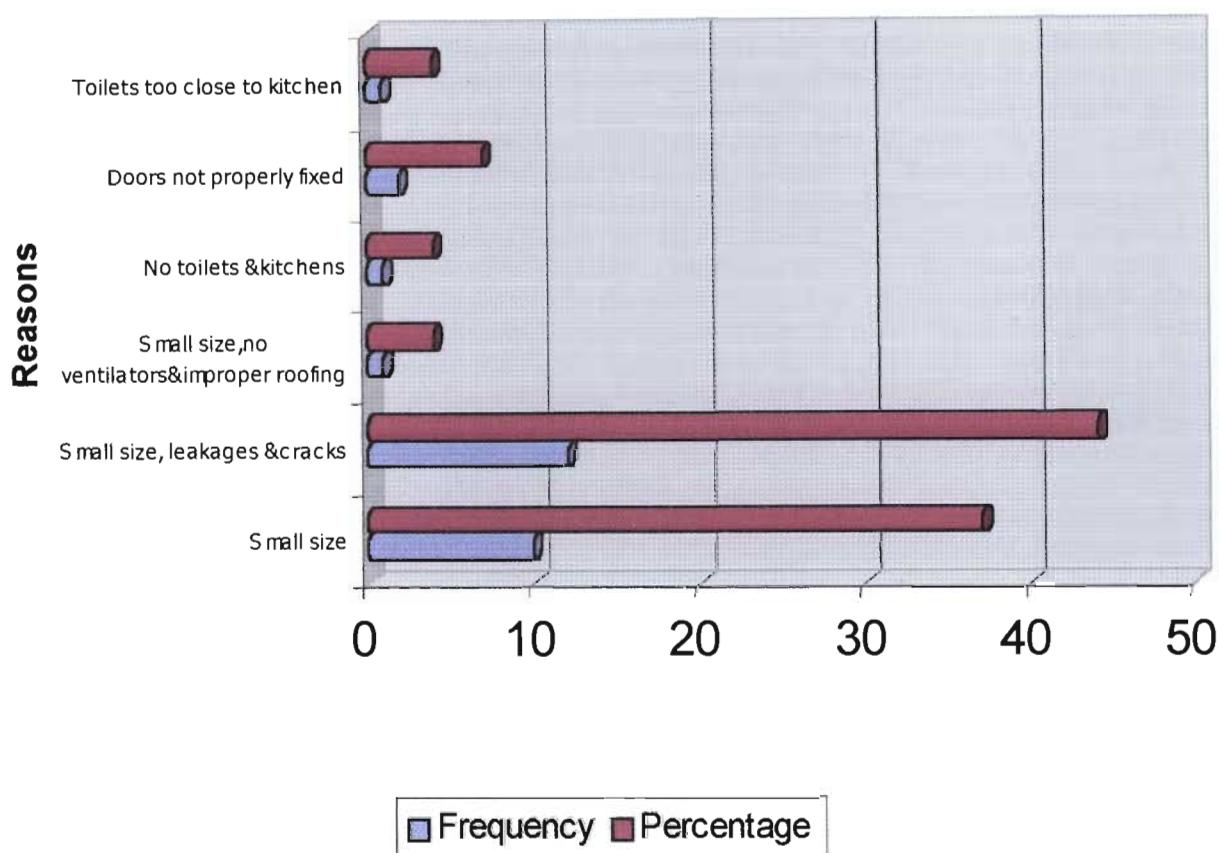
Apart from the small size of the houses, it may be said that they are also not well built. There are cracks in the walls, the roofing is badly done, the houses leak, they have poor ventilation, and doors are improperly fixed. Respondents are also dissatisfied with the kitchens and toilets of the houses. Some of them indicated that they do not have proper kitchens and toilets and others are of the opinion that the toilets and kitchens are too close to one another.

This research also attempts to investigate if residents of Waterloo have easy access to social services such as schools, shops, health clinics, transport services, water,

electricity and other amenities. In line with this respondents were asked to indicate the type of municipal services they have access to. All the 29 respondents mentioned that they have easy access to water, electricity and sewerage facilities, implying that these services are available in Waterloo.

Respondents were also asked if they have access to any other services apart from those mentioned above. While 83% of respondents mentioned that they have schools, 41% said they have access to nearby shops. None of the respondents indicated they have access to any health clinics, either in Waterloo or nearby.

According to respondents to access services such as shops and schools that are not immediately available in Waterloo they have to use public transport to Verulam or Durban. In some few cases where the services are within walking distance, respondents access them by foot. Thus it may be deduced from the above analysis that residents of Waterloo have easy access to social services in the forms of water, electricity and sewerage. They do not have easy access to shops and schools however these are accessed by residents traveling to Verulam or Durban or by walking some few kilometers.

One of the hypotheses also attempts to investigate the availability of employment opportunities in Waterloo. 90% of respondents indicated non-availability of employment opportunities with 10% indicating the existence of few opportunities for employment as illustrated by the figure below.

Fig. 12: Employment opportunities at Waterloo

Few
10%

None
90%

☐ None ■ Few
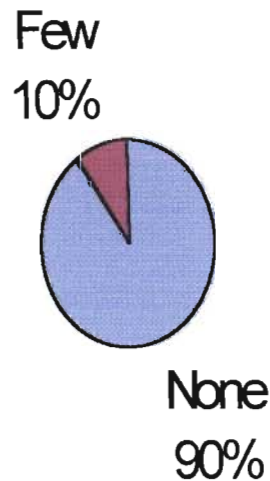
Respondents were asked if they found it easy to get a job outside Waterloo while staying at Waterloo, 79% of respondents said they could not while 21% indicated they have found it easy to do so. Thus it may be established from these figures that residents of Waterloo do not have easy access to economic and employment opportunities.

Respondents were also asked if they think there are better locations in Durban for finding jobs. 45% of the respondents answered in the affirmative, implying that they think there are better locations in Durban for finding jobs while 55% indicated that there are no better locations. Respondents who answered in the affirmative mentioned Umhlanga Canefields (61%), Tongaat (8%), Verulam (23%) and Umlazi (8%) as those places in Durban where one can easily get jobs. Further analysis revealed that the jobs available at these places are all unskilled.

Respondents were asked if they have any intentions of moving from Waterloo to any other place to establish their likeness for Waterloo. Only 14% of those questioned

said they were thinking of moving to another place while 86% said they have no intention of moving to a new place. The above fact is given a vivid illustration by the figure below.

Fig. 13: Possibility of moving to another place

Yes
14%

No
86%

Yes
No
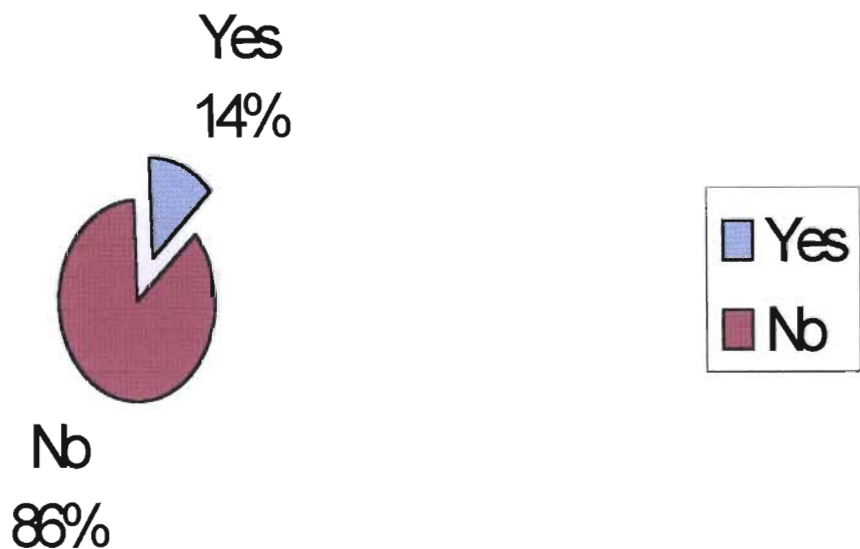
Those who said they are thinking of moving to another place gave reasons of improper development of services in Waterloo as their motivating factor. Another reason is the size of the houses in Waterloo. According to them they intend to move to look for bigger places. The main reason for those not wanting to move is ownership of what they may call their own houses. This may be considered to imply that satisfaction with ownership of the houses in Waterloo far outweighs the non-availability of certain essential services like schools and clinics.

Respondents were further asked if they are planning to stay in Waterloo permanently. 72% of them indicated in their reply that they have no intention of moving out of Waterloo, thus planning to stay there permanently while 28% replied they would eventually move out of the place.

Respondents gave hint of a number of things they think need to be done at Waterloo to make it a better place to live in. 24% of respondents indicated the need for job creating opportunities, 21% of them the need for clinics, 17%of them the need for a shopping centre and 14% of them the need for police station. Other facilities/services respondents mentioned as necessary in making Waterloo a better place to live in are schools (10%), play- grounds (7%) and sporting facilities (7%).

Fig. 14: Services needed at Waterloo to make it a better place
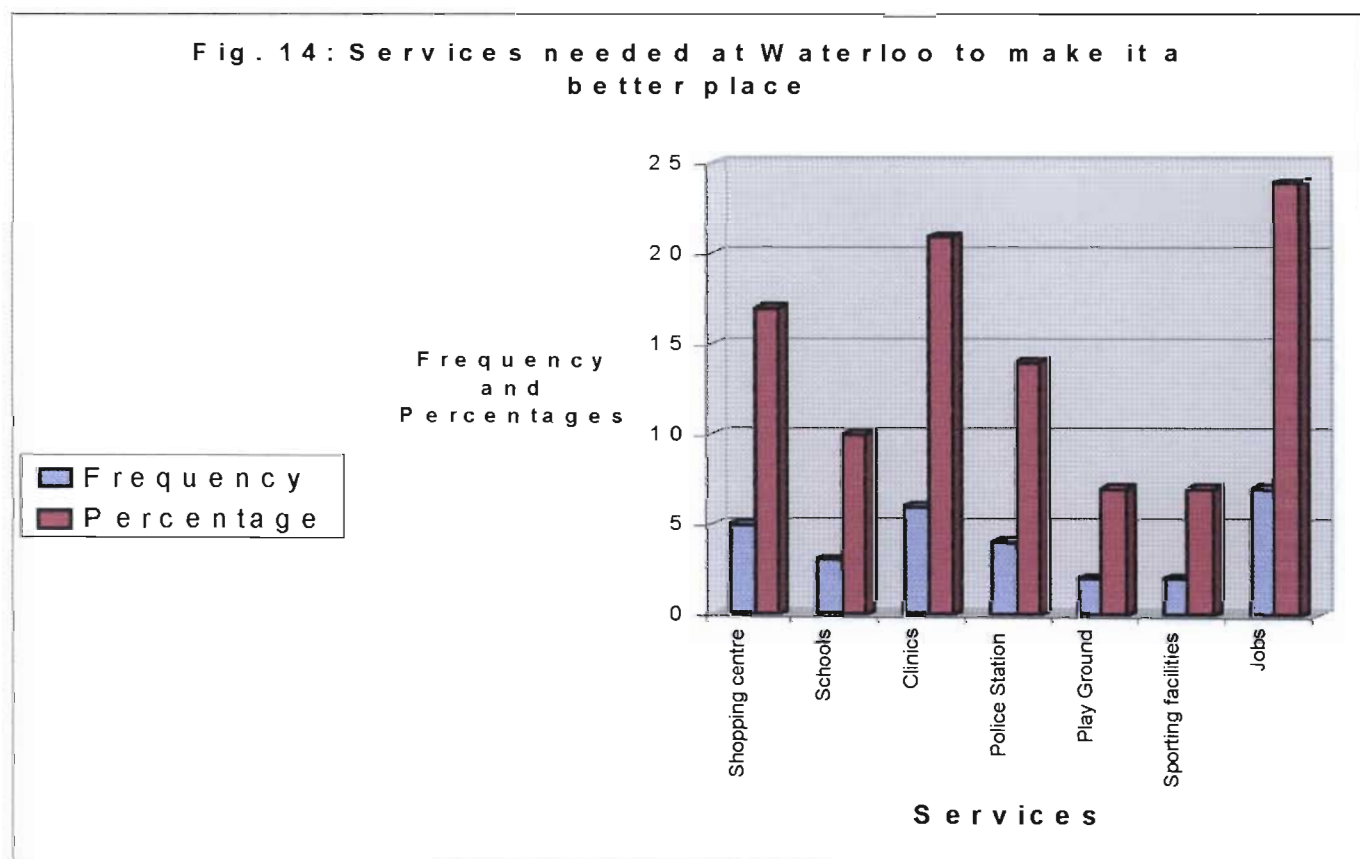
One of the hypotheses is to establish whether the building of Waterloo settlement contributes in any way in integrating the city of Durban. A number of questions were asked in an attempt to elicit the needed information from respondents. They

are whether the respondents feel that by living in Waterloo they have easy access to other areas in Durban, whether they think there is adequate transport system to move around different areas of the city, whether they have members of their family outside Waterloo that they visit at least once a month and if yes, where they live.

48% of respondents said by living in Waterloo they have easy access to other areas in Durban while 52% said they do not. 76% of respondents gave the indication of inadequate transport system for mobility around the city with only 24% being of the opinion that the transport system is adequate. While 93% of respondents have members of their families outside Waterloo that they visit at least once a month, 7% do not. These family members who live outside Waterloo are located all over KwaZulu- Natal and also beyond it as far as Empangeni, Tongaat and parts of Transkei in the Eastern Cape.

Considering the fact that respondents feel that by living in Waterloo they do not have easy access to other areas in Durban, further there is inadequate transport system to move around areas of the city and respondents have family members that stay far from Waterloo, it may be concluded that the settlement of Waterloo has not contributed to integrating the city of Durban.

An attempt was made to establish the existence of community organizations that might help make living in Waterloo easier. While 41% of respondents indicated the existence of development committee and sewing club as community organizations in Waterloo, 59% were of the opinion that no community organizations existed.

Fig. 15: Availability of Community organisations in Waterloo
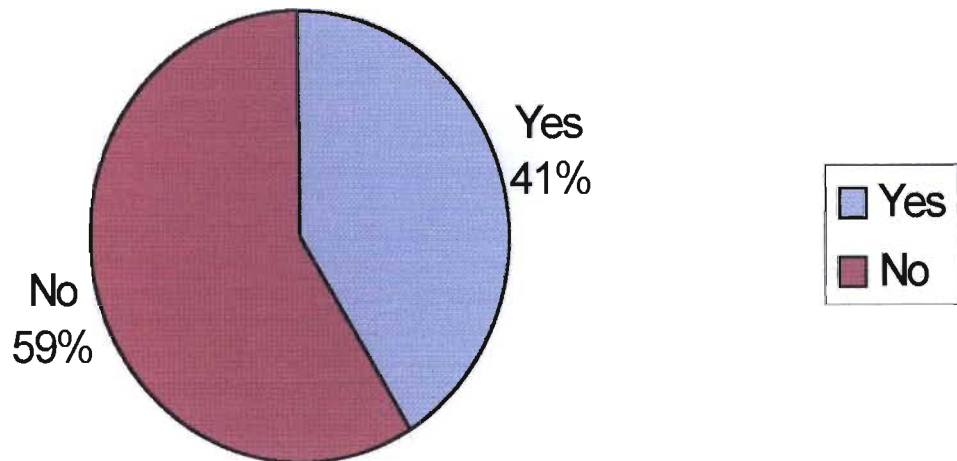
This is contrary to the policy that "as soon as sites are located a meeting be held where an organization that will represent the residents will be formed. Once the organization is formed, the residents will become part of the social compact" (Waterloo Home Owners Guide pp.4)

A further probe shows that 58% of those who indicated the availability of community organizations in Waterloo actually participate in the activities of these organizations with 42% indicating non-participation. 67% of these respondents are of the opinion that the existence of these organizations helps in developing Waterloo.

**Fig. 16: Possibility of Community
Organisations helping to develop Waterloo**

No
33%

Yes
67%

☐Yes ☐No
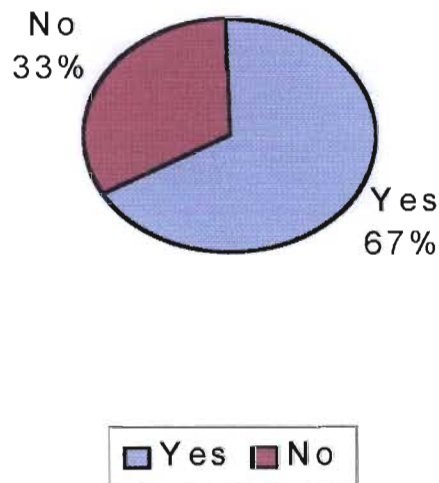
4.10 Summary

This chapter consists of literature on data gathered by the use of questionnaire, its presentation, interpretation and analysis.

In line with this some important points, which relate to the conclusion and will have bearing on recommendation have been made. Despite the fact that the next chapter deals with exhaustively with these points, it is worth indicating the following:

1) That 52% of respondents feel they do not have easy access to the city of Durban thus the settlement has not, according to the data gathered, contributed to integrating of the city.

2) That Waterloo does not have job creating opportunities.

3) That there is the need for provision of essential facilities such as shopping complex, schools and police station.

CHAPTER 5

CONCLUSION AND RECOMMENDATION

5.1. Introduction

At the beginning of this study we mentioned that our main research objective is whether Waterloo has met people's needs, working for physical shelter. The other objectives are whether beneficiaries have developed the basic houses that were built for them, to establish whether residents of Waterloo have easy access to economic and employment opportunities, to find out whether residents of Waterloo have easy access to social services such as schools, shops, health clinics, transport services, water and other amenities and lastly to establish whether the building of this settlement contributes in any way in integrating the city of Durban.

Waterloo has met people needs looking at physical shelter though there are technical problems with the shelter that was built for them. These problems are small house sizes of which the beneficiaries are crowded with their families and there are no ventilators for fresh air, the roofs are not properly fixed and this causes leakages when it's raining ventilators, poor roof, no proper toilet and kitchen and lastly the doors are improperly fixed. We can conclude that the beneficiaries are happy that they have been given the shelter though there are many problems with it.

5.2. Testing of Hypothesis

Extension of houses

We have shown in the past chapters that most of the residents have not extended the houses that were built for them. They have mentioned different reasons why they have not extended their houses of which some of them are financial constraints, the space is small even if they wanted to extend they cannot. But the main reason is of financial constraints, most residents are unemployed or earn very low income.

Access to economic, employment opportunities and social services

The study has shown that most residents of Waterloo are battling when it comes to economic and employment opportunities. Most beneficiaries came to Waterloo with the hope that they will have easy access to employment opportunities, to their surprise Waterloo is the opposite of what they had expected. It is very far from the city centre Durban that has factories for job opportunities. There is no company in Waterloo itself, which can employ most of the beneficiaries; all the companies are far from Waterloo.

There is a problem when coming to the services such as schools, shops, health clinics and transport services needed by the residents. In order to access schools, shops and health clinics they need to travel to Verulam and Durban, for them to travel they need money of which they do not have because they are unemployed. These are all essential services, which are lacking in Waterloo. Beneficiaries also mentioned transport problem, there are taxies from Waterloo to Durban city centre, but they cannot afford them because they are expensive.
The services that the beneficiaries are happy with are sewrage, electricity and water.

Integrating the city of Durban

Since there is not enough transport for residents to move around Durban, we can conclude that Waterloo does not help in any way to integrate the city of Durban.

5.3 Summary and Recommendations

- It is highly recommended that Government build a big shopping centre around Waterloo area so that the beneficiaries won't have to spend a lot of money by traveling to Central Durban for their shopping. The centre will also help a lot in creating job opportunities. It must also be made sure that

people employed to work in the centre are only residents of Waterloo. It is believed that when the shopping centre is in operation most people will be able to extend their house and house their families more comfortable.

- It is recommended that the Government look at the problems raised by beneficiaries of Waterloo so that in future they will not make the same mistakes again of building houses that will make people feel dissatisfied.

- We also recommend that the Government build more schools and health clinics. It will help the overcrowding of children in classrooms and the teachers will be able to pay their attention to all the children if they are not overcrowded and with that good results would be produced at the end. The children will then not travel long distance for education. The health clinics are very essential to be around Waterloo because of the sick and the elderly who do not have the energy to travel distances.

- Coming to the issue of transport, it is recommended that the beneficiaries be provided with buses, which will be available in an hour interval. These buses need to be less costly.

Waterloo has met some of the beneficiaries' needs. Looking at the above recommendations, this would be a better place to live on.

APPENDIX

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2. Questionnaire

Housing strategy in Waterloo

1. Biographical data

1.1 Gender

Male	
Female	

1.2 Age

0-20	
20-30	
30-40	
40-50	
60-	

1.3 Marital Status

Single	
Married	
Divorced	
Widow	

Other, specify_____

1.4 Level of Education

Primary	
Secondary	
Tertiary	
Skills training e.g. sowing	

Other, specify_____

2. Socio-Economic Background

2.1 Where were you living before you came to Waterloo?

2.2 Why did you leave your previous place?

2.3 Why did you choose Waterloo?

2.4 How do you find Waterloo as compared to previous place?

----

3. Employment Status

3.1 Were you employed before coming to Waterloo?

3.2 If yes, where were you employed?

3.3 What happened to your job when you moved to Waterloo?

3.4 Are you currently employed?

3.5 What do you do? What is your occupation?

3.6 What is your monthly income?

R0-R500	
R500-R1000	

R1000-R1500	
R1500-R2000	
R2500-R3000	
R3000-	

3.7 What transport do you use in order to reach your area of employment?

3.8 How much does it cost you for the return trip?

----

4. Housing

4.1 Are you the owner or tenant of the house?

4.2 If you are an owner, what are your service charges?

4.3 If you are a tenant, how much is your rental payment?

4.4 Have you extended your house?

Yes	
No	

4.5 If yes, why? Is it for family, renting, working space?

4.6 What have you done?

4.7 If no, why?

4.8 Do you intend extending it?

4.9 How many are you in the house?

4.10   How are you related?

Kids	
Parents	
Husband	
Wife	
Tenants	

Other, specify--

4.11   Are you satisfied with your house?

Yes	
No	

4.12   If yes, why?

4.13   If no, why?

4.14   What municipal services do you have?

Water	
Electricity	
Sewrage	

4.15 What proportion of your income is taken in paying for services?

4.16 Are there any other services nearby?

Shops	
Clinics	
Schools	

4.17 If no, how do you access these places?

4.18 What employment opportunities there at Waterloo?

4.19 Have you found it easy or difficult to get a job outside Waterloo while staying at Waterloo?

Yes	
No	

4.20 Are there better locations in Durban for finding a job?

4.21 If yes, what are they?

4.22 Are you thinking of moving to another place?

Yes	
No	

4.23 If yes, why?

4.24 Are you planning to stay in Waterloo permanently?

4.25   What do you think needs to be done at Waterloo to make it a better place to live in?

4.26   Do you feel that by living in Waterloo you have easy access to other areas in Durban?

4.27   Do you think that transport system is adequate to move around different areas of the city?

4.28   Do you have members of family outside Waterloo that you visit at least once a month?

4.29   If yes, where do they live?

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5. Community Organization

5.1 Are there any community organizations at Waterloo?

5.2 If yes, which ones?

5.3 Do you participate in the activities of these organizations?

5.4 Do you think that these organizations help in any way to develop Waterloo?