

**A COMPARATIVE ANALYSIS OF THE DEVELOPER DRIVEN
PROCESS VERSUS PEOPLE'S HOUSING PROCESS: A CASE STUDY
OF WIGGINS FAST TRACK AND PIESANGS RIVER IN DURBAN, SOUTH AFRICA.**

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DEDICATION

I DEDICATE THIS PIECE OF WORK TO MY ONE AND ONLY SON MFUNDO AND MY PARENTS BUKELWA JOYCE AND ZOLILE NELSON LUZULANE WITH THEIR UNSELFISH SUPPORT AND LOVE THEY RENDERED TO ME.

YOU ARE THE SOURCE OF MY INSPIRATION AND HAD IT NOT BE YOU BE YOU I WOULD NOT BE WHERE I AM BY NOW.

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BESG	<i>Built Environment Support Group</i>
CBO	<i>Community Based Organisation</i>
CMDA	<i>Cato Manor Development Association</i>
CUSSP	<i>Community and Urban Support Services Project</i>
HSC	<i>Housing Support Center</i>
NGO	<i>Non- Governmental Organisation</i>
PHP	<i>People's Housing Process</i>

PREFACE

This study focuses on two different housing delivery systems that are applied in South Africa such as, the Developer Driven Process and the People's Housing Process. The two processes share the same objective to deliver government-housing subsidies to the poor. However, these processes are different in terms of their levels of community participation. The study assumes that the Developer Driven Process seem to have a low level of community participation because developers control every step of the project. The study further assumes that People's Housing Process allows beneficiaries to participate right from the start of the project up to the end. They are involved in all decision-making.

The study outlines the significance of community involvement during the process of their development project. The gist of the study is to look at which model is delivering a better project meet the needs of the people, in terms of the quality of the end product/house. Quality of the end product means house size, building materials, neighbourhood positioning of the people's houses and their empowerment to look at social problems that are encountered by the community. The needs of the communities can be met if community participation is fully implemented and the project progress is according to the objectives of the beneficiaries. This is possible because the end users execute and drive their own housing development project.

1.0 INTRODUCTION

In South Africa, most black people are from the period of social dislocation whereby they were uprooted from their old familiar environments. However, people are currently living through a process of Reconstruction and Development. In South Africa, there are different processes or systems of housing delivery. This research focused on two different housing delivery systems namely the Developer Driven Process and the People's Housing Process. These two processes were compared in order to reveal which delivery system was better in delivering end product or houses for beneficiaries. The end products in this study are housing size, quality and social positioning of beneficiaries and the location of the project. The end product should provide an indication of social sustainability that is needed to house the poor people of this country. The end product should correspond with the meaning of the concept of "Housing" as the National Housing Policy envisaged.

Therefore, all South Africans should have access to basic needs such as employment opportunities, adequate shelter, privacy and proper sanitary facilities. The development of housing projects requires beneficiaries to be involved in the housing delivery process. This involvement should strengthen the development of democratic modes of political and social action. It is anticipated that the process of housing delivery between the two projects of the Wiggins Fast Track and the Piesangs River areas will address the important differences. If the beneficiaries are involved in all stages of the project, this enables them to know that they are part and parcel of the project. The results would be that the beneficiaries will support the project and there will be better changes in gaining their needs.

1.1 Research Problem

The poor South African people cannot afford to buy a complete house, the majority have to start from scratch. In practice, delivery systems are employed in housing and grouped into one category of housing. Housing is very important in a sense that it helps to reduce the percentage of homeless people or informal settlements. Two housing delivery models are going to be examined namely; the Developer Driven Process and the People's Housing Process. There is a belief that the Developer Driven Process excludes the end-user or beneficiaries because there is a limitation of community participation in the housing project. It allegedly does not empower people through skills transfer by, for example, learning construction skills. Moreover, the Developer Driven Process is assumed to produce a good quality of product. In particular, the Developers may not incorporate beneficiary communities and undermine the needs of the beneficiaries. Perhaps, the product does not meet the needs of the people; it only meets the developer's aim of gaining profit. It seems that in this process the housing development projects may well be imposed on the people. The aim of upgrading the living standard of the poor people is being diminished and there is no democracy or freedom of choice for their project.

In contrast, there is People's Housing Process (PHP). It is assumed that with PHP the people control the projects. Beneficiaries are given a chance either to build their houses themselves or to organize the building of houses themselves, so that they may build better houses for less money. The People's Housing Process deals with the community-based projects in practice. Perhaps time frame in Peoples Housing process is a problem because it delays the project, but should not be a problem to the homeowners especially if they are the builders. Then the study has to inform the reader, which of the two processes produces a good end

product in terms of house size and quality that can meet the needs of the people.

Moreover, what levels of community participation should be recognized in housing projects? Why do the two not involve people in the same way; yet they deliver houses for the people? This is questionable because both processes are there to deliver housing for the people. The democratic government has started with the subsidy housing delivery for poor communities. The heart of this delivery is people centered projects.

1 The major problem herein then becomes the exclusion of the beneficiaries in decision making, particularly in the formulation of strategies relating to their housing delivery. It is also a problem to the beneficiaries to occupy houses that they are not satisfied with. The developers and communities move from different point of departure, for example, it is generally developers who define strategies to be employed in addressing the needs of the people. Another dimension to this problem is that communities are segmented into stratified social structures. It is often the wealthier and the relatively privileged residents within a community who are involved meaningfully in the establishment and implementation of the housing delivery project.

2 In South Africa, and informal settlements in particular, there are politicians of development projects. Usually politicians from the dominant parties in the area influence the progress of development, thus omitting the majority of people who are not politically affiliated. The excluded people are rightful residents, although they do not belong to the dominant parties. It is believed that public figures, such as teachers, know more about their communities (Skinner, 1983: 141). Hence, they are usually selected to be the leaders of development projects that are discriminatory against other residents. Then this promotes a negative

attitude to the people that; a good housing delivery is reserved for the few educated individuals in the community.

④ { This bias within the community may promote the inequalities and sometimes disempower the majority of residents. It must be noted that the useful product and involvement of the people can result in a unified and empowered community.

The literature on housing reflects that the developers have little knowledge about internal social, political, and economic dynamics of informal settlements in South Africa (Bremner, 1995:34). As a result, development agencies make assumptions about the nature of communities and rationalize failure and attribute it to residents being apathetic or lazy, or they do not know what is best for them or the beneficiaries have no time to participate (Skinner, 1983:136). However, there are other intervening and moderating variables, like the political order, the economy and the social affairs. All these variables impact on the product of housing delivery.

1.2. Aims and Objectives

- ❑ To investigate the strengths and weaknesses of the two processes, namely the Developer Driven Process and the People's Housing Process.
- ❑ To find out the significance of community participation in both processes when delivering housing
- ❑ To find out which process produces the product/houses that seems to meet the needs of people in terms of quality and size.

1.3. Research Question

Does the People's Housing Process or the Developer Driven Process produce a good quality and size of the end product or housing that meet the needs of the housing beneficiaries?

1.3.1. Sub-Questions

- Who qualifies for housing subsidies that are delivered by the People's Housing Process or the Developer's Driven Process?
- What is the aim behind of using the two different housing delivery processes?
- Why do the two processes involve the end users differently?
- Which approaches used by the two processes in delivering housing?
- How does the end product/ houses vary?
- Is community participation a fundamental tool for both processes, in terms of producing a valuable end product that meet the needs of the end user?
- Who is the target of both processes?

1.4. Hypothesis

The People's Housing Process seemed to be different compared to the Developer' Driven Process. The People's Housing Process is expected to produce a good quality and size of houses because it is people's choice. Housing beneficiaries are involved in the housing process, paradoxically, which is not the case in the Developer Driven Process.

1. 5. Assumptions

It is assumed that the Developer Driven Process delivers housing for the people in a form of getting a profit, with limited community involvement. Whereas the People's Housing Process is as follows: building the

beneficiary capacity, empowerment, cost sharing, project effectiveness and project efficiency (PHP policy: 1998). Given the historical background of political issues in the two case studies, the way housing has been politicized in South Africa and the part played by the politicians in the communities in the housing delivery, others can speculate about the difficulties that may result from this situation. Then the following assumptions have been made for this study.

- ◆ It is assumed that the community development is based on the same idealistic notion that communities are homogeneous
- ◆ The Developer Driven Process deliver housing of developers own caliber
- ◆ The Developers build good houses because they are the professionals and they have building skills.
- ◆ The minority of the people that participate in Developer Driven Process are the ones that are more educated or better off in terms of income.
- ◆ The People Housing Process is in favor of the poor people

1.6 Concept Definitions

1.6.1 The People's Housing Process (PHP) is where a family, or group of people, takes the initiative to organize the planning, design and building of their own houses (PHP Document: 1998; 10).

1.6.2 The Developer Driven Process is the method whereby housing projects are driven by the developers, on their own, without a social compact or minimizing the community participation of beneficiaries to the housing development projects.

✓ **1.6.3 Housing:** in this study refers to the establishment of viable, socially and economically integrated communities, situated in areas allowing access to economic opportunities as well as education to social amenities, within which all South Africa will have access on a progressive basis to; a permanent residential structure with secure tenure, ensuring privacy and providing adequate protection against elements and potable water, adequate sanitary facilities including waste disposal and domestic electricity supply" (Housing policy:1994).

✓ **1.6.4 Delivery** is the actual implementation of the project, the distribution of what the project is offering.

✓ **1.6.5 Community participation** is an active process by which the beneficiary/group influence the direction and executive of a development project with the view to enhancing their well-beings in terms of income, personal growth, self-reliance, and other values they cherish (Paul, 1987:3).

1.6.6 Self-Help is where the housing beneficiaries involved in building their own houses for themselves.

✓ **1.6.7 Social Compact** is an agreement between the Developer and the community beneficiaries.

1.7 Research Methodology

* The research methodology section is an overview discussion of how the research was conducted. It explains the sources of information and methods of data collection that were used in the research. Collected data was analyzed and the interpretation was included in this section. The case study areas were the Wiggins Fast Track and the Piesangs River. The Wiggins is located in Cato Manor area, whereas the Piesangs River is in vicinity of Inanda New Town A.

The reason for selecting these two case study areas was that they reflect the kinds of delivery systems investigated in this study. The Developer Driven Process delivered the Wiggins Fast Track housing, while in Piesangs River the People's Housing Process delivered housing project.

* 1.7.1 Secondary Sources

Readings

The material has been accessed through libraries and housing organizations like, the Built Environment Support Group, Metro Housing, Housing Department, Housing Support Centers and Cato Manor Development Association. The relevant information for the study has been drawn from journals, research papers and books that relate to local and international literature. The information the researcher has been looking for includes the issues related to the People's Housing Process, the Developer Driven Process and Community Participation. The advantages and disadvantages of the two Housing Delivery Systems were scrutinized with an aim of discovering which process produced good quality of houses that met the needs of the beneficiaries.

* 1.7.2 Primary Sources

Actual interaction / consultation

The aforementioned case studies assisted the researcher to compare the Developer Driven Process and the People's Housing Process. The researcher visited the case study projects with an aim of getting information from the housing beneficiaries. From them, the researcher observed and enquired about the satisfaction with their end product. Photographs were taken to show differences in the end products that were built by using these two processes. The questionnaire format was used to elicit information from beneficiaries.

1.7.3. Sampling

The Wiggins Fast Track consists of 1011 houses. Fifty houses were used as the sample. On other hand, in Piesangs River, there are 1000 houses. Fifty houses were also used as the sample. Therefore, the total sample was 100 houses in this study. The same number of 50 houses was used as the sample because the researcher wanted to get the information from equal number of households. Random sampling was the better sampling for the study. People of both study areas were asked same questions at same level. The selection was simply to pick houses at random, or without using any pattern. Baily (1994) argues that in a random sample each person in the universe has an equal probability of being chosen for the sample, and every collection of persons of the same size has an equal probability of becoming an actual sample. With the random sampling select persons without showing bias for any personal characteristics.

1.7.3.1 Residents of Wiggins Fast Track and Piesangs

The beneficiaries of both case studies were used as source of information. They are important, as they are the beneficiaries of the end product. They are the people who have the first hand information about level of the satisfaction with their houses. They are important in assessing the quality of life and living standards currently enjoyed. To elicit information from them, a questionnaire in was used. The researcher explained verbally the questionnaires to the respondents in order to make things easier for the informants and to respond in a correct and direct way. Gathering information from people who are illiterate was very helpful because they expressed themselves verbally and more open in giving all the information and their feelings about housing development projects in their communities. Both closed and open-ended questions were used. The information gathered from the beneficiaries was around

the following issues: housing quality (material used), size, privacy, positioning of houses on their plots, impact of the location on living standard and quality of life, community participation during the planning to implementation stage of the housing project. This information assisted the researcher to determine which of the two processes was better in producing good end product that meet the needs of the people.

The residents of Wiggins Fast Track and Piesangs were both the beneficiaries of the government housing subsidies that have been delivered by the two different processes. It then becomes significant to establish the views of both housing delivery processes on community involvement and their end product. The given information can assist the government to fight with housing backlog and to decrease the high number of homeless people or eliminate informal settlements.

1.8 Scope and Limitation of the Study

The research itself is aimed at revealing the system that delivers better housing in terms of good quality of construction with bigger size and community participation /involvement between two systems. This research is done at a time when South Africa has entered a new political era with a new housing policy. This has implications for the housing delivery since the government and the people have expectations from the new housing policy. The government of South Africa is faced with challenges whereby there should be an implementation of democracy in any kind of a development and to improve housing delivery in a practical regarding in the country as to fulfill the National Housing Policy. The aim of the study is to examine the better process in delivering quality of housing that will meet the needs of the people.

Time is one of the most fundamental parameters in this research. This poses limitations since a comprehensive survey has to take place in a specific point in time. The information about this research is not found easily. The information about the People's Housing Process is very limited since it is a new dispensation in housing delivery. The information is not available in the institutional library with only a few reports in the housing departments. It is difficult to conduct a research on this topic because no previous research has been undertaken.

1.9 Chapter Outline

Chapter One

This chapter consists of the Introduction, the Research Problem, the Research Question and the Hypothesis, as well as the objectives of the study. Moreover, the assumptions, research methodology and the concept definitions are also discussed in this chapter.

Chapter Two

This provides a literature review that helps in establishing the conceptual framework of this study. It explores local and international experiences of People's Housing Process and the Developer Driven Process, community participation in housing and quality of houses that meet the needs of the housing beneficiaries. Furthermore, the Marxist, Pluralist and Advocacy theories and support approach and participatory approach are used in this study.

Chapter Three

This chapter provides the historical background of the two areas; that are being compared in this study, namely: Wiggins Fast Track and Piesangs River. Locality maps, location, and historical background of the two case study areas are discussed in this chapter.

Chapter Four

This chapter is concerned with the analysis and the interpretation of the findings of the case study. Issues including the comments of the beneficiaries about their houses in term of size, quality, positioning, privacy and location with aim of comparing the two housing delivery systems.

Chapter Five

This chapter provides the conclusion, summary of findings arising from the main areas of the study; and the recommendations for future research and policy.

Chapter Two: Theoretical Framework and Literature Review

2.0 Introduction

This chapter looks at the arguments contained in the sources of information of the Developer Driven and the People's Housing Processes, focusing on the disadvantages and advantages of these two processes. The theoretical framework and literature review address and inform the study about the reality of these abovementioned processes in the housing process. Furthermore, the study discusses community participation in housing delivery, location, and housing quality.

2.1 Marxist Theory

This theory is also referred to as Social Stratification. It is all about the division of social classes. Marx argues that in all stratified societies, there are two social classes. The ruling class and subject class. The ruling class has the power, which is derived from its ownership and control of the means of production. The ruling class exploits and oppresses the subject class. The ruling class domination serves to further its interests.

The Marxist view is similar to the Capitalist approach, where there are two main classes. The bourgeoisie or capitalist class owns and they have power over the means of production. The capitalist are busy selling the raw materials and machinery at high costs to gain profit. However, this is exploitation because the goods are for maximizing profit and more valued than the working people because people are getting low wages. The proletariat or working class own only their labour that they hire to the bourgeoisie in return for wages. Subject/working class are the have not or poor people (Haralambos: 1991:37).

This theory relates to the study due to that fact, the study looks at different processes in housing delivery. The Developer Driven Process is associated with capitalism because the process delivers housing with the aim of gaining profit with limited community participation. Like the capitalists, the developers are maximizing profit but not to increase the wages of the workers. The capitalist is hiring community labour for the profit purposes. That is the form of community participation in the capitalist perspective. On the other hand, the People's Housing Process is associated with subject class or working class. The subject class or community beneficiaries are the have-nots and they generally depend on decisions that are taken by developers/ capitalist.

2.2 Pluralist Theory

The concept of pluralism is believed to disguise the way dominant groups in society maneuver and manipulate other groups to ensure that the end product is in their favour. The Developer's Driven Process is in a pluralist form of a theory/dominant because the end product is always in developers favour in order to get profit. There is Pluralist Democracy in which governments are believed to represent different parties and interest groups. Decisions are compromised which, reflect a balance of different interests. This links with People's Housing Process which, is Democratic and the community participation is based on compromise to serve different interests of the community beneficiaries (Schumpeter: 1986).

2.3 Advocacy Theory

According to Harrison (1988), Davidoff recognized that the poor lacked the resources to ensure fair representation and therefore, planners should represent disadvantaged communities to ensure that they have equal influence in the decision making process. Davidoff argues that

planning is not merely technical but is inevitably political. He maintains that there is no such a thing as a unified public interest as society consists of a number of groups with different and even conflicting interests.

Davidoff's argument is based on the theory of political pluralism that conceptualizes the process of decision making as a system of social relationships, whereby, the expression of power among and between competing group interests ultimately shapes the direction and structure of the social system. This is relevant in the study because housing in South Africa has been politically influenced. Housing has been used as the campaigning tool for political organizations. South Africa has been a country of politics that affected housing delivery. As a result, apartheid policies and the current housing policy are politically different and that affects housing delivery.

2.4 Participatory Community Approach

Community participation unlocks human resources represented by the poor. As long as local residents remain passive, their skills and talents will remain lost to development efforts. Local residents have a wealth of practical knowledge, unavailable to outsiders, that needs to be tapped. In addition, local residents have the potential to come up with creative solutions as a potential source of labour and finance for development projects (Harrison: 1988).

According to Kent (1981) people do not like to carry out schemes devised by others regardless of their merits. When the people have accepted the final plans, they will be involved with the implementation of the plans. Handing over to the community organization functions that it can fulfill beneficiaries better than the outside agency that can also

enhance efficiency of implementation. In particular, the People's Housing Process embraces this approach because people participate from planning stage and through out the project until completion. Communities within the PHP can identify their problems and utilize local resources.

2.5 Support Approach

Turner and Fitcher (1976) argue that the government should support people to build to improve their houses, construction of roads; water etc, on their own and the government should be a supporter not a provider. The government should support people to improve their places to live and this links with the idea of self-help. This should be people centered approach; government is committed to a development process driven from within communities. Through its policies and strategies, it encourages and supports initiatives emerging from communities or broader local social compacts aimed at equipping and empowering people to drive their own economic empowerment, the development of their physical environment and the satisfaction of their needs.

In order to convert these laudable sentiments into reality, government is required to actively provide support for this process. This will include not only financial resources, but also the creation of appropriate institutional frameworks and support structures. In addition, communities as well as government must be constantly alert to people and organizations who abuse this developmental approach for their own ends, and development into a contest for influence.

Within the Support Approach, there should be a **"FREEDOM OF CHOICE"**. This is more important in the People's Housing Process because the beneficiaries build the houses of their own choice. The right of the individual to freedom of choice in the process of satisfying his or

her own housing needs is recognized. At the same time, it is recognized that people should be able to access and leverage on a collective basis. The State should promote both the right of the individual to choose and encourage collective efforts by people to improve their housing circumstances (Government Gazette: 1994).

In particular, the Peoples Housing Process is about self-help whereby people are able to house themselves through building their own housing. The people should take the responsibility of their lives. On a positive note, this also ensures some degree of community involvement/participation by giving their labour during the construction period.

2.6 Critique of Marxist Theory

The criticism leveled against this theory is that socialism is an ideal. Political and class-consciousness may be gained, but it remains difficult to bring about because the middle class still owns economic power. The working classes are dependant on wages provided by the capitalists. They continue working, thus sustaining capitalism. The low-income people desperately need housing and they are less likely to stand against what is provided for them because of their economic status and the reality that they cannot afford houses at market value. Consequently, the groups are passive participants.

Marxists has been criticized for laying too much emphasis on the bourgeois (Mulhern, 1992:192). It may be argued that by emphasizing the bourgeois the working class is stigmatized. During the 1950s it was claimed that a process of embourgeoisement was occurring, whereby increasing number of workers were entering the middle stratum and becoming middle class (Haralmbos, 1980: 56). Even today most people

are entering embourgeoisement. More poor people admire the bourgeois and they wish to be like them instead of fighting against capitalism. This sustains capitalism.

2.7 Towards development and empowerment for communities

Literature indicates that very little attention was given to the relationship between the local community and broader power structures. Cleavages, conflict and patterns of exploitation within communities were not considered. There are three constraints that often work against effective community action such as follows; external power structures, internal conflict and hierarchical social relations; and lack of spontaneous/voluntary organisation by the poor. Gilbert and Ward (1984) examine channels for encouraging community action among low-income groups in Bogotá (Columbia), Mexico City (Mexico) and Valencia (Venezuela). They reached the following conclusions:

- The form and constitution of so-called popular organisations have been carefully shaped from the top down. They have not emerged from the grass roots
- The level of commitment by the government has used community organisation to legitimize the system, gather roots and ensure support for their programmes. Real decision making power has been extended to local communities
- Formal channels of participation have not resulted in significant material benefit to local communities.

Within the communities there is a lack of spontaneous organisation amongst the poor. However, the swift overnight seizures of land by squatter groups and the coordinated struggle of these squatters against attempts by the state to dislodge them seemed to indicate efficient united action by the poor. Therefore, they imaged a clear image in the literature of well-organised autonomous communities

defending their rights, improving their physical environment and increasing their rights and increasing their power. Turner John (1967) was an influential writer who praised enthusiastically, the virtue of self-help movement amongst the poor and expressed the belief that they were a solution to many social problems.

Manuel Castells (1983) wrote optimistically of “Urban Social Movement” which he declared would demand better housing and services raise levels of class awareness and bring about radical social change. Therefore, in order to facilitate community mobilization, it is important to understand why people may be resisting participation or why they simply have no inclination to become involved. There are different organizations that show various ways of community organizations that can in social movements towards development.

2.8 The Developer Driven Process

The democratic government realized that the necessary technical experience was lacking on the part of the communities; this resulted in the majority of the projects being Developer Driven. This demanding approach is rooted in, and derives from the development dilemma faced by the former Apartheid State during 1980s. In this process, community participation is limited because the Developer is the driver of the project. Therefore, the Developer is acting as the Project Manager and pays more attention to extra costs and profit.

The development theorists emphasize the involvement of people. A top down approach is usually induced by some authority or expert and is usually a bulldozer approach. Although this approach gets the process completed quickly it then becomes the responsibility of the residents and management, not the implementation agency, to pick up pieces in terms

of; high repayment costs of unwanted facilities, high defaults rates on payment, poor local maintenance, increased hostility for the housing authorities and even vandalism or non-utilization of facilities provided (Skinner, 1983:138). It can be observed that the Developer Driven Process does not care much about community participation. Skinner (1983) and Turner (1967) agree that this process promotes capitalism. However, the literature outlines the positions that are debatable in the form of participation in the development process.

2.8.1 Goals and Approaches of the Developer Driven Process

Different theories advocate have similar approaches on the Developer Driven Process in housing delivery. They view objectives of this process from different forms of reference. Even the politicians in South Africa eliminate or do not promote the issue on the Developer Driven Process, because most of the poor people are not professionals. Therefore, this system do not exercise skills transfer to the poor unemployed communities. Even politicians do not have housing development skills e.g. construction then the politicians do need to be engaged in building housing and to empower all poor beneficiaries of the housing development project.

UNCHS (1989b; 1991a) points out that there are provider based and supporter based strategies. The Provider Based is in line with the Developer Driven Process. The people are being provided by the product of any development even if it is not fruitful to the people, they have to accept because it is from the developers. The Support Based process intertwined with the People's Housing Process because people are participating in the development strategy and the government is supportive to project. With the Provider Based Strategy; the houses that are constructed represent a considerable financial and organizational

efforts, by expensive, external personnel and provides very limited numbers of houses compared with urban populations.

The Developer Driven Process tends to construct house of high quality because the process is controlled by the building professional. The developers are more concerned about the gaining of profit in building the government housing with subsidies. The government hired the developers to construct houses so as to speed up the process of housing development project for the poor and homeless people. However, the developers ended up delivering few houses in order to gain profit due to the fact that they work as consultants and their technical skills are expensive. This gives rise to inequality and inefficiency in reaching target populations in redistribution of assets to the people. In the Developer Driven Projects, developer's solutions have been overtaken by events to such an extent that they have been recognized to be inefficient and beyond the capacity of government and local authorities.

Hendler (1989) argues that the developers including those based in the townships themselves stand to accumulate capital through their involvement. The developers argue that, the housing provision is a technical task, not a political one, private developers could not afford the time which would be needed to educate community and union groups so that they would know enough about development to negotiate effectively. The developer aim is to make profit, not to resolve conflict issues within the beneficiaries during the development projects. This emphasize that the developer excludes the end-user and concentrate on profit.

Makhathini (1996) argues that in a broader development the developers should only focus on what they know best. In this manner developers can build trust and credibility between them and communities. The

developers need to be transparent so communities can see that developers are not making a huge profit. In addition, developers have to give people a say in what impacts on their lives. A joint developers committee made up of technical people and community representatives make decisions by consensus.

The technical people dominated the developers committee. There is a consensus that where civics exists, they are usually representative of the broader community as a whole. The pure Greenfield projects are seen as being more market driven than upgrading or partial Greenfield projects, that is, the developer and local authority decide on the service levels and people have the choice of whether or not to participate in the project. The general feeling, the participation in Greenfield only via local councilors (Makhathini: 1996)

The National Housing Document of (1999) indicates that Local government and traditional affairs argues that, in the past housing delivery process relied on developers. In a normal project development, a developer usually buys land or gets a right to develop land, establishes a township on a land and provides services to the township, sells the stand in the township to purchaser and builds a top structure on each stand for every purchaser.

Therefore, in this process the developer uses labour to build top structures and must pay the laborers and make a profit both in respect of services and the construction of a top structure/end product. The Developer Driven Process exploits the community beneficiaries during the construction of the top structure. The exploitation is a way that beneficiary communities provide labour turn to be the workers but in

return, they get low wage and they cannot even afford to buy the building material in order to extend the government houses.

With the Developer Driven Process there seem to be an underlying feeling that the role of the developers is an academic one, because there is limited community participation, and even no informal meetings with the community that are taking place. There were no proper ways of communications between the developers and the community, because the developers were using professional and formal ways of communications. The developers only inform people through the use of flyers, notice boards, community newspapers or newsletters. A wider system was all mentioned as ways of feedback to ensure the continued representative ness of community representatives.

2.8.2 Example of the Developer of Driven Process Housing Project in KwaDabeka Unit 1

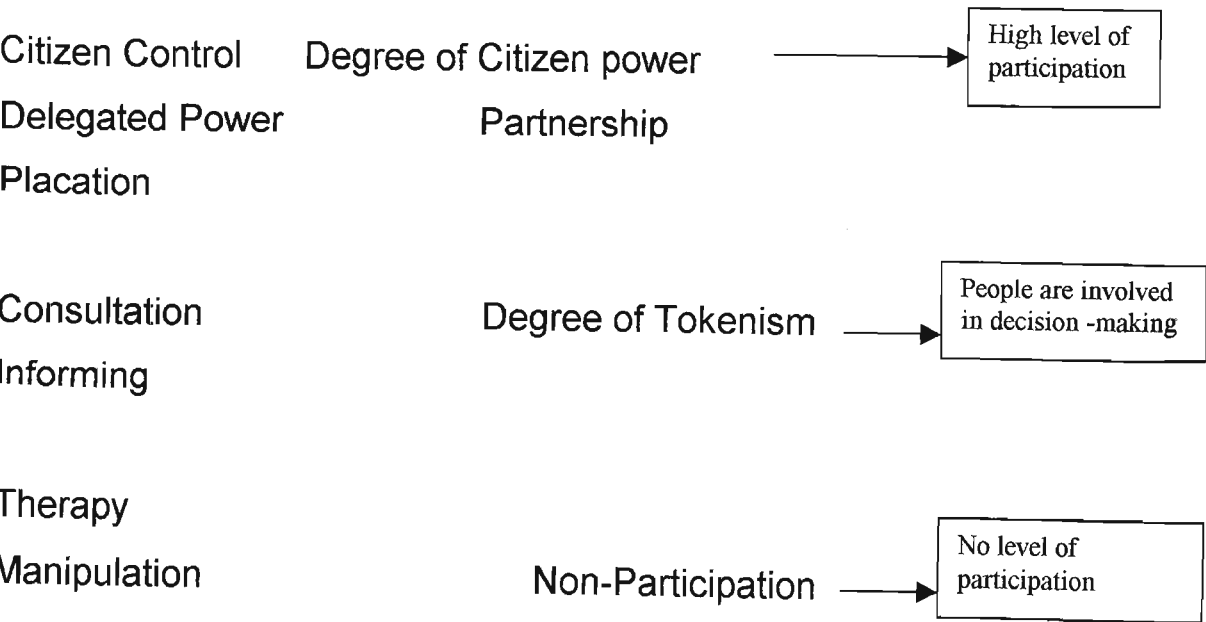
In this project, housing was viewed as the vehicle for imposed development to the community. This was one of the first in situ upgrading projects undertaken in Durban, and is located near Claremont in the Inner West Council's area of jurisdiction. It comprises of 1000 sites. The houses provided had a roofed area of 17 m² and a completed wet core. The beneficiaries, who qualified for the full subsidy amount, were given sufficient materials to complete the walls themselves. A developer construction company developed the area and installed the services and infrastructure. Building teams that comprised of local people constructed the houses under the developer's supervision. There are a number of factors that distinguish KwaDabeka Unit 1 from other projects.

It is located on very steep land, the infrastructure is poorly maintained and the quality of the houses improvements is lower than that in the other areas (Metro Housing, 2000:15).

This project seemed not to be people centered, as it is stated that the developers gave people materials instead of involving people during the construction process, as to promote skills transfer system to the people through building their houses. The project area is steep and shows that people might still experience difficulties concerning transport water, etc. hence, the infrastructure is poorly constructed. KwaDabeka Unit 1 was for the developers to improve the living conditions through the support of the government.

2.8.3 The Levels of Community Participation

The level of community participation within the Developer Driven Process is less when compared to the People’s Housing Process. The actual form of community participation in the development process varies considerably. Arnstein (1969) made this point in her celebrated article in the American Planning Associated Journal. Arnstein outlines a ladder of citizen participation, which has eight rungs, divided into three levels. Arnstein shows the level of community participation in the Developer Driven Process.



Arnstein (1969) developed model levels of participation in her Ladder of Citizen Participation. The highest level is that of Citizen Control where a community have the power to govern a program or institution, be in full charge of all policy and managerial aspect and has the right to negotiate the conditions under which outsiders may change them. The people have a majority representation on the decision making board.

The lowest rung is that of Manipulation, when power holders use the concept of citizen to give the people false impression that they have participated. The people have a minority representation on the board and in most cases participation has been restricted to the implementation stage. Hollnsteiner (1978) argues that despite the rhetoric of participation, the community is very rarely brought into the early stages of conceptualizing problems and deciding what is to be done. The people may be survey respondents or be brought in periodically to listen with awe to a briefing given by developers. The community would be given the opportunity to choose a solution from predefined alternatives.

The right-wing critique is motivated by fear and is based on a blatant desire to preserve the status quo and protect the position of dominant groups. It also assumed that the position of professional developers knows what is best for the society and can determine and act on an objective public interest (Schumpeter: 1943). This is promoted by the assumption that the communities are homogenous.

Carole (1970) argues that there is partial/little participation. Carole mentions that partial is a form of participation where subordinate does not have equal power to decide the outcome of decision but can only influence them. The partial participation is a process in which two or more parties' influences each other in the making of decisions, but the

final power to decide rest with one party. This is based on the distinction between authority to make decisions and give instructions and subordinate participation in formulating the policy framework within which managers are sanctioned and freed to make those decisions. The Developer Driven Process is promoted by partial or little participation because they are the ones that make decisions and community beneficiary does not have the equal power like the developers.

The Developer Driven Process seem to be as follows:

- Build houses for the people
- Use house building to fuel economy
- Centralize resources to facilitate management and control standards
- Build organizations that facilitate central initiatives
- Consolidate and centralize building production.
- The project is motivated from the top down and not from the bottom up (Hendler: 1989).

2.9 Advantages and Disadvantages of the Developer Driven Process

This process is exposed to be a bad system in housing development projects however there are some good points about the process.

2.9.1 Disadvantages of the Developer Driven Process

- ☞ The Developer build poor housing at high costs
- ☞ Use of professional services that makes houses expensive for the government
- ☞ There is no beneficiary choice on design and material used
- ☞ Privacy and dignity are compromised by limited participation of beneficiaries

- ✎ There is limitation of skills transfer because of short time project takes and use of sub-contractors and there is no training provided because focus is on profits.
- ✎ There is a great possibility of vandalism of the end product and people can be corrupted because the development is not meeting their needs.
- ✎ Poor people are not that much involved in their project.

2.9.2 Advantages of the Developer Driven Process

- ✎ Professional with construction and technical skills can foresee a problem during construction process
- ✎ Fast completion of projects.

2.10 The People's Housing Process (PHP)

This was introduced in 1998 by the Department of Housing under the National Housing Policy. This policy is supporting the People's Housing Process. The strategy is aimed at supporting the poorest of the poor families who only have access to housing subsidies and who to enhance their subsidies by building or organizing the building of their homes themselves. Usually these people or families cannot access credit or accumulate significant savings to enhance their subsidies. This strategy concurs with one key principle of the Reconstruction and Development Program (RDP), namely that of a people driven process and is designed to involve households in housing development. Every community beneficiary is accommodated in this method of housing delivery, for example, owners, non-owners, occupants, and landless people. (Implementation Manual: 1998).

In terms of the rules set out the amounts of project linked subsidies and individual subsidies from 2002 April are as follows:

- R20 3000 if the beneficiary has a household income of R1 500 or less

- R12 700 if the beneficiary's household income is between R1 501 and R2 500
- R7 000 if the beneficiary's household income is between R2 479 (Housing Document: 2002)

The above figures show that even zero income can benefit from the end product in PHP method.

2.10.1 Elements of the People's Housing Process

The People's Housing Process is a process contains fundamental elements in order to make it a viable process. These elements are as follows: Self help, Community participation, Social Compact, Housing Support Centre, Support Organisation and Account Administrator and Certifier. These are called elements because they are inclusive in the process since the process is about the involvement of the people in their development projects. Without the mentioned elements one can say the People's Housing Process would not exist. The explanation of the following elements will be incorporated with people's housing process and people work as the heart of the process.

2.10.2 The Housing Support Centre (HSC)

In the People's Housing Process it is very vital to have a HSC to serve the community with training of any stage of the housing project. Also to encompass people with any information and even the housing project is administered by the HSC. The beneficiaries get all what they want pertaining to their houses from the HSC and this is to ensure that this development is people driven. The HSC controls the housing building materials for housing construction and to monitor the housing progress and the implementation of the People's Housing Process. The potential beneficiaries, who will participate in the project, duly elect the committee and HSC administrate all the Process and the procedures. The

committee communicates the entire project dynamics and information to the community and obtains from them all necessary decisions and actions required of them every time and expeditiously. This committee does everything necessary to assist constructive collaboration between itself, the community, and the Housing Support Organisation with regard to design and costing of a house that can be within the project budget. The HSC still involves the community as to show that the people for their housing development drive the committee in People's Housing Process (Implementation Manual: 1998).

2.10.3 Support Organization (S O)

The beneficiaries who want to participate in the process have a choice. They can either form themselves into a Support organization or they must identify a potential Support Organization and enter into a contract with it. A Support Organization must be a legal entity. The Support Group does not have to give the technical and administrative assistance itself. All that the Support Organization must do is to make sure that the technical and administrative assistance is available at no cost to the beneficiary. Therefore, the Support Organization can appoint other support providers who will give the necessary assistance to the beneficiaries, provided that the Support Organization must agree to pay those other support providers all the fees they will charge. The Support Organization must establish an office or either facility in a place, which can easily be reached by the beneficiaries. That office or facility must be staffed during normal office hours and at agreed times during weekends, so that the beneficiaries can call at the office or the facility for the technical and administrative assistance that must be given to them. This office or facility will be called a housing support center (PHP Policy: 199).

2.10.4 Account Administrator and Certifier

The Account Administrator must be a person with extensive experience in dealing with financial matters, particularly in preparing reconciliation. The beneficiaries have a specified account that is controlled by them and the Account Administrator. The progress payments are done on behalf of the beneficiaries and there is a summary in respect of each beneficiary that sets out the amount of the subsidy that has already been paid to the beneficiary.

The Certifier must be suitably qualified, experienced and be an independent person. However, if it is the Local or Provincial Government, the Certifier can be one of its employees. The Certifier regularly inspects construction work, gives the beneficiaries advice regarding the construction work and issues certificates on progress achieved.

The beneficiaries are given a chance to drive their project by providing their construction skills. The People's Housing Process is about upgrading the lives of the poor by involving them. Whenever the Certifier makes inspections, the beneficiaries have to identify persons within the community who will accompany the Certifier while to act as witnesses on behalf of the beneficiaries. The beneficiaries have to witness that they are satisfied by the project progress of their housing project. In addition to that people have to see that that particular building stage has been done correctly for payment, because payment are done due to project progress.

2.10.5 Goals of the People's Housing Process

The PHP Policy (1998) argues that there are many goals for the People's Housing Process. A key element of this process is people's involvement. Consequently, Planners should be brought into close contact with the

people, especially with respect to the expressed aspirations of the poor and the potential for self-determination. According to the People's Housing Process, communities should be involved in the planning and implementation and management of neighbourhood schemes. Dealing with community participation and self-help in the People's Housing Process standards for shelter, infrastructure and services should be based on the felt needs, priorities and affordability of the people (Housing Policy Supporting PHP: 2000).

The People's Housing Process justifies community participation in terms of self-actualization and participation to satisfy a basic need for involvement. It renews self-worth and dignity by developing a sense among people that they have some control over their own destiny. This is a promotion on self-help. Another argument is that the People's Housing Process stresses the ability of participation to raise collective consciousness to build up the spirit of the community, enabling people to identify common problems and act together to solve such problems. The benefits of participation in the People's Housing Process are derived from the process itself and not just from physical goods that are produced (PHP Policy document: 1998).

The People's Housing Process promotes democratic participation in ways of involving people more closely in the process of self-government. Increased participation in this process is emphasized where social training for democracy must take place in all spheres in order to be developed. This development occurs through participation itself. Thus, participation is seen as being educative while gaining experience in democratic skills. Thus for a democratic policy to exist, a society where all political systems have been democratic and socially through the necessity of participation people understand their development projects.

The People's Housing Process should be such that the individual would be able to exercise the maximum amount of control over their own lives and environment with the authority structures being such that everyone would participate in decision making. The developer in such a society operates alongside the individual in determining the goals and objectives. The level of citizen participation where by the level of participation is high, the developer and the community work together in terms of the needs and wants of the community and the latter becoming aware of the processes of planning and decision-making. Government is committed to a development process driven from within communities through its policies and strategies from communities or broader local social compacts aimed at equipping and empowering the development of their own economic empowerment to the satisfaction of their basic needs (Arnstein: 1969)

2.10.6 Advantages of the People's Housing Process

- In this process there is no profit to be accrued and processes are negotiable with the all stakeholders of the project.
- Because there are minimal professional services utilized, prices are cheaper due to the fact that local labour/ community participation is inclusive in the construction process.
- Within this process, there is flexibility in design and building materials, projects are not imposed on the people. Beneficiaries come up with their different house designs that they are willing to stay in. They even have a say in the material supplier they choose and have the opportunity to know the supplier personally.
- The units sizes are negotiable since the beneficiaries can have a say, making savings and factoring in their own Labour.

- There are skills transferred during site training on multi skills such as drawing building plans, block laying as well as during the implementation process.
- Because of having taken an important part in the project, a sense of ownership and responsibility is instilled and communities look after their end product since it is their own product and effort.
- This process can be applied in any areas of South Africa. Even in rural areas due to the fact that it is a people centered housing delivery (Implementation manual: 1998)

2.10.6.1 Disadvantages of the People's Housing Process

- There is still a bureaucratic system within the process of filling in the subsidy application forms, because the forms have to be checked in each housing office until the forms are proven by the Provincial Housing Office, and there is a lot of information the beneficiary has to write.
- There is inefficiency in poor communities when it comes to finance management.
- The building materials are cheaper. The people use it so that they can construct bigger top structure houses. This means that they are not using steel or iron but beneficiaries prefer timber window frames. This cheap material is poor and result to defaults houses.
- There is a limitation of professionals resulting in the transfer of semi skills not technical skills to the community. Consequently people do not get formal employment from the formal Building Contractors (Implementation manual: 1998).

2.10.7 The People's Housing Process as a Freedom of development

The People's Housing Process is called owner building since an owner builder is one who administers and manages the construction of his/her own house. Turner & Fitcher (1972:10) argue that an owner builder saves on cost compared to developer built houses. It should be emphasized that these savings do not include the equity earned on the actual labour an owner builder may invest in his/her house through selecting purchasing of material and favorable arrangements for construction help (donation of time by friends) also significantly reduce costs. For example in Beverly, Massachusetts (a North Shore suburb of Boston) the owner built a bigger house with eleven rooms that cost more than twice the total cost of a four rooms house than can be built by the professionals. This in South Africa is applicable to the beneficiaries who are involved in the People's Housing Process because they build four-rooms houses that are worth a total amount equal to one or two-rooms houses that are built by the developers. In fact the owner-built is indistinguishable from the developer-built or custom-built home in terms of market value. In short, the owner-builder and adjust his priorities to his needs, spend time in place of money, and calls upon resources of material and labour that the custom builder and the developer either may not know about or may be unable to use because of their particular systems.

This tells us that people thought of their homes in terms of their own living rather than in terms of dwellings as a discrete entity. The owner builder on the other hand is an expert in determining his mix of needs, resources and priorities. He can do what no one cannot do for him and he can call on his time, energy and talent and also network of friends and contact to create for him a living environment that is both feasible and desirable.

Julius (1974:26) points out that the actual truth is that housing development means housing the people. The roads buildings are not actual housing people but the tools of development. For instance, road extends mans freedom for those people who wants to travel upon it. In addition, the increase in the number of schools buildings is development only if those buildings can be, and are being used to develop the minds and the understanding of people.

However, the housing development brings freedom, provided it is the development of people. The people cannot be developed; they can only develop themselves. For while it is possible for an outsider to build a man's house an outsider can give the man pride and self-confidence in himself as a human being. The beneficiaries develop themselves by what they do, by making their own decisions, by increasing understanding of what their own knowledge, ability and by their own full participation as an equal in the life of the community they live in.

Furthermore, the people develop themselves by joining in free discussion of a new venture and participating in the subsequent decision. The people are being developed if are herded like an animal into the new venture. They can only affect development of people because they know their needs (Julius, 1974:29).

The People's Housing Process goes with democracy; everyone must be allowed to speak freely and everyone must be listened to. It does not matter how unpopular a person's ideas are or how mistaken the majority may think they are. It does not make any difference whether a person is liked or disliked for his personal qualities. Every member of the

community must have a freedom to speak without fear of intimidation either inside or outside the meeting place.

The debates leading to a decision must be open debates to every one and all people must be free to debate. Even after a decision has been made, free discussions should be allowed to continue. For the majority must know that if it has a good case, and if it argues properly and correctly, it will be able to correct the majority. Similarly, the majority must be willing to maintain the argument until the minority has been convinced of the correctness of the decision that has been made. Free debates on housing delivery must continue. It is an essential element for personal freedom. The People's Housing Process is developing people of South Africa because South Africa is about the people and the people are everyone. The people have a right to say "we know what is good for us poor people, together we are the people and our development is our affair; and it is the development of ourselves as people that we must dedicate ourselves to"(Julius, 1974: 29).

2.10.8 Example of the People's Housing People Housing Project in Alphandale

The community of Alphandale, outside East London has surprised not only themselves but also all people in the Eastern Cape Province. Following a series of workshop and meetings, the community decided that they would like to be given the opportunity to take charge of their settlement. This was followed by an exchange visit to Joe Slovo outside Port Elizabeth to see what the role of the community was and to share lessons learned. Siyabuya Development Strategies were appointed to provide technical support while the community formed its own Development Trust. In this project, the group then embarked on their journey of development.

The community is presently busy installing the infrastructure using the labour of beneficiaries, both men and women. Special attention is taken to ensure that women are involved at all levels throughout this process and they have taken this challenge positively. The local training institutions have refused to be left behind. Meetings were held with them to discuss the National Housing Policy; Supporting the People Housing Process and the role they could play. The outcome was that students were sent to do their experiential learning on site under the supervision and guidance of their lecturers (Housing by the People, 2001:13).

This case study demonstrates that the People's Housing Process is a people centered kind of development revolution. There is community involvement with even student and women included at all stages of development to upgrade their living standards on their own. Community meetings are crucial in development projects because people get to know development strategies. The people of Alphandale are the drivers of their development and they have the responsibility of building their own houses themselves. Therefore, they formulated their slogan "we have done it ourselves". This is self-confidence and self-independence.

2.11 Self Help

Self-help housing is an approach that enables people to house themselves through involving themselves in building their own houses. Through this method people are actively involved in the delivery of their own housing. This element enables people due to the fact that every one is able to build or to own a house through their contribution. People's Housing Process is about enabling people to build their own houses by themselves. This is about people centered and people can be managers

to the building material or they cannot steal the material as it belongs to their housing construction.

2.12 Community Participation

This is an element of involving the community in their housing development project. It is also a community-based approach with the handing over of development responsibility and implementation to the hands of local community structures to drive the process. People's Housing Process promotes community participation due to the fact that beneficiaries are involved in all stages of the housing project. Community participation thus argues to have intrinsic value and should, therefore, be viewed as an end in itself. The involvement of the community in their project is a creation of brotherhood because people are working collectively. Through community participation the responsibility of the project progress is unto the community as a result, people cannot complain to any one about anything pertaining to the project except that they will appreciate their housing style.

2.12.1 Arguments on Community Involvement

UNCHS (1989b; 1991a) argues that Support based provision saw government as a major actor in the supply of land, services, some materials, finance and some technical assistance, but only in the specific allocations. Individuals have either had influence and to survive unaided or have banded together, exercising community strengths to maintain their position against an often-hostile sector. Therefore, by implementation of the PHP the government is taking a responsibility of being a support based provision because people are given support in order to build their own houses.

The PHP allows people to participate in making their decisions about the process. The People's Housing Process is for the poor to afford housing

and it brings people together thereby strengthening their community goals

Hendler (1989) argues as follows with regard to community participation:

- Allocate resources for the people to organize their own house building
- Use the economy to fuel house building
- Decentralize resources to support local enterprise and home building
- Build regulations to support and give structure to local initiatives
- Fragment building production and support small builders.
- The project is motivated from the bottom up and not from the top down. This links with the PHP because it is a process where people are getting support by building their own houses on their own.

According to Midgley (1986) community participation can be viewed on an ideological basis, and it is thus evident that it is an important environmental factor, which impacts upon the nature and scope of community participation. According to Baradat (1988) an ideology provides an interpretation of the present, the desired future, and the requisite steps for attaining predetermined goals. Ideologies (and these may be in conflict at times) are thus present within the environment of any process of community participation, and these ideologies serve to direct project participants in their actions. By considering community participation as an ideology-laden concept, and therefore value-laden, the ambiguity surrounding the concept can be more easily understood.

Basically the success of community development projects demands a clear distinction between informing and involving the people. Community participation unlocks resources represented by the poor. As long as local residents remain passive, their many talent skills will remain lost to

development efforts. Local residents have a wealth of practical knowledge, unavailable to outsiders, that needs to be tapped and they often have the potential to come up with creative solutions to their problems. Local residents are also regarded as a potential source of labour and finance for development projects (Harrison: 1988).

Harrison also argues that community participation will result in greater commitment to maintenance, less vandalism, and better utilization of the facilities and services. The community feel that it has a stake in the program and therefore, it will have to lose sometimes if the program does not succeed (Harrison: 1988). In particular it is clear that community participation can be used to ensure more effective programs, increased policy performance, more accurate information flows, higher output quality can also be used to disguise paternalism on the part of the outside agency.

Turner (1967) focused on the ability of the people to shape their own environment, achieve ownership at low price and produce houses for the poor at a rate and variety, which was impossible in centrally, controlled systems. Therefore, people have to participate in housing delivery. Turner argues that, who decides for whom: then architects and planners as well as the other professionals are confronted with a rapidly rising consciousness of their incompetence to decide for others what is best for them, as well as the generally unpopular nature of what they design. Only rich minorities are supplied in these centrally administered ways using centralizing technologies, and then only at the expense of an impoverished majority and rapid exhaustion or poisoning of the planets resources. Turner in other words is promoting community participation, which is a tool of the People's Housing Process and he points out that

the developers are not considering the needs of the community beneficiaries, they are only ones who can decide what is good for them.

2.13 Social Compact

The community beneficiaries have an agreement with their Developer. This is a form of a relationship that includes mechanisms whereby its members plan, manage and administer projects and negotiate, resolve conflict and reach binding agreements. This element may be initiated by any facilitator who is motivated by the desire to create a means for development to be community driven, thus promoting the People's Housing process. Social compact is important in this process due to the fact that, it enables a community to benefit from a project to participate in its design, implementation and maintenance. However, in order to create inclusive community participation a facilitator must obtain a broad spectrum of the community. Every effort must be made to consult with all sectors of the community to the satisfaction of the community. The objective is to form a committee of community members who, between them, are empowered to represent all sectors of the community and who are accountable to report back to and consult with their constituencies. Through social compact all the stakeholders will have to undertake conflict resolution within the community. One can see that, the community is involved in any stage or decision making about what is taking place in their project therefore, the project is people driven.

2.14 The Housing Policy and the Housing Code

The National Housing Policy (1994) argues that the government aims to establish a suitable housing process, which will eventually enable all South African people to ensure housing with a secure tenure within a safe and healthy environment and positive contributions to a democratic and integrated sociology. The procedural Manual for the implementation

of the People's Housing Process emphasizes the people centered development. Government is committed to a development process driven from within the communities. This expresses the community participation because people are the drivers of the development process in the housing Project

The amended National Housing Policy of (1999) mentions that in many beneficiaries opted for the PHP to obtain bigger top structure/end product. The PHP is applying the principles of sweat equity to build their houses of considerable size. Through their own skill and toil, they not only build houses, but also character and pride. The PHP restores the individual's trust in his own abilities and moulds the community into a proud unit. Many projects offer a choice of top structure to the beneficiaries to ensure that the end product satisfies the individuals needs. The most inspiring success within this process is the Victoria Mxenge development in Western Cape (Housing of S.A: 1999)

In the National Housing Policy (1994) it is indicated that beneficiary families should take key decisions concerning; the planning of their settlement, where relevant, the design of their houses, how to build and choice of building materials. Skills and initiatives of the potential beneficiaries were regarded as the primary resource. In addition, the minimum intervention, but maximum support should be the aim of local government and other authorities. Supporting functions should be as flexible and effective as possible, Maximum choice to be created in the organization of the process and essential steps and procedures to be followed should be simple and transparent but ensuring accountability at all levels.

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ⓧ The National Housing Code (2000) argues that principles of the People's Housing Process the beneficiary families are to take key decisions concerning the housing process e.g. planning of their settlement where relevant, design of their houses, choice of building materials and etc. This follows from the widespread need in disadvantaged and homeless communities throughout the Republic of South Africa to pursue their ultimate goal of constructing affordable and virtually appropriate dwelling. Through the introduction of the PHP by the Government, is eliminating labour cost as building works is done by beneficiaries and to avoid having to pay a profit and management elements to developers. Therefore, with the advent of the Housing policy one of the key aims reflected by it was the allowance made for community participation

2.15 Conclusion

ⓧ The People's Housing Process seems to be a necessary feature to deliver housing. The poor people need all kind of skills but in this delivery method technical skills are limited because there is a shortage of professionals with technical skills. However, people can gain a self-reliance and independence because they know how to build their own houses on their own. For instance, people in Alphandale initiated the project on their own and built their own houses (Housing of S.A: 1999). This means that people have to be free to talk about the needs of their area, thus community participation as a fundamental component of the People's Housing Process.

The people from KwaDabeka were excluded from their project and they were consequently not happy with the end product. BESE (2000) argues that the 17m² was too small to accommodate poor families. The people did not have the money to upgrade infrastructure services as they were given poor services. The Developers of the project would not worry about

getting funds to repair this kind of infrastructure because they were concerned about maximizing profit. The people from KwaDabeka were not united to form their Trust in order to get funds of their development; hence, they did not attend any community workshops or meetings together like people from Alphandale. Community participation improves the Social Compact and a well-organised Social Sustainability of the community. Social sustainability means the social living situation or standards social services and the needs of the beneficiaries can be met by the housing project.

The Community and the developers have to share the same goals. Both emphasize that development must be on the hands of the communities because they know their needs better than any outsider. These two compliment each other and strive for the same objectives. The reality is that there are limited funds for projects and people need to be empowered so that they do not depend on funding, they should continue even after funds have frozen. Empowerment can assist people to further improve their housing conditions from the starter houses that were provided by the government. The aim for subsidy is to provide an incentive to developers to develop well-located land where people can live close to places of employment or close to good transport routes.

CHAPTER THREE: Historical Background of the Case studies:

Wiggins Fast Track and Piesangs River

3. Introduction

This chapter discusses a brief historical background of the case study areas of the Wiggins Fast Track and the Piesangs River. Both of the areas are within the Durban Metropolitan City. The reason for the historical background is that the reader should know what were the difficulties that poor people were faced with in terms of the housing shortages or living in ghetto areas. Therefore, the background also informs the reader of the study about what and how the first struggle for getting a place to live in up until to day where the South African people are getting government housing subsidies. Within the current housing development projects of both study areas there are certain things need to be discussed in order to get the current background of both projects namely; The People's Housing Process and the Developer Driven Process housing projects. By so doing, the differences and similarities of both projects backgrounds will be clear. Therefore, the study discusses the location of both projects; provides two different organograms of both study areas, and the Habitat for Humanity of the Piesang River area. This mentioned information assists the study to establish the connection between the two housing delivery processes.

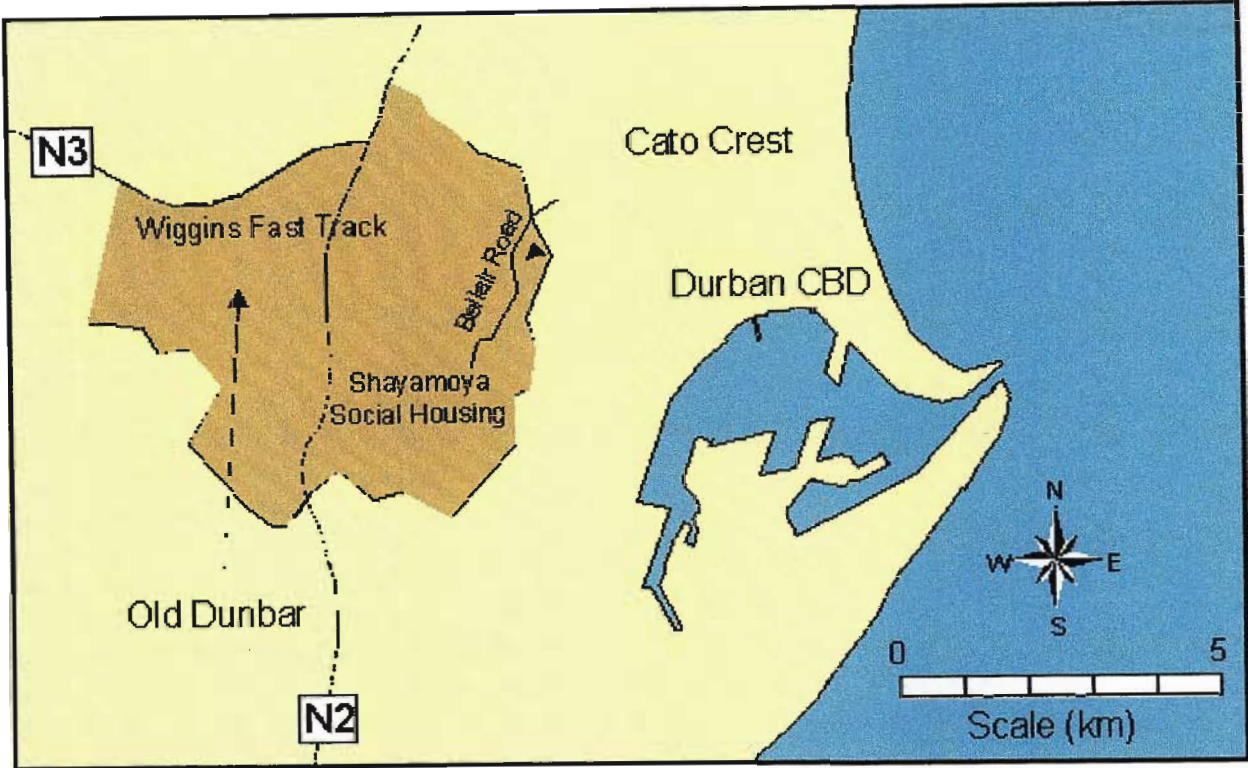
Sowman and Urguhart mention that low-income housing should be located closed to Urban and commercial areas in order to maximize access to employment opportunities. The housing should be nearer to viable informal trading opportunities. Desirable sites for housing are along existing urban activity corridors, that is, along the routes in a city or town where most of the development exist, or where most economic activity takes place. Well-located housing will also be better integrated

with a regional housing situated in the outside skirts of town (Sowman and Urguhart: 1998)

3.1 Location of Wiggins Fast Track

This project is located within Cato Manor. It is necessary to identify the location of the whole vicinity area, and then focus on Wiggins. The Cato Manor itself is strategically located five kilometers West of the Durban City Center of Durban, which lies on the Eastern seaboard of South Africa. It is the largest Metropolitan area in the province of KwaZulu Natal, and the second largest in South Africa. The Cato Manor encompasses an area of 2000 hectares and is bordered in the North by the N3 freeway which leads inland towards Gauteng, the project area is bisected by the National N2 freeway which leads to the Cape Province in the South, and Mozambique in the North, making Cato Manor one of the most accessible areas in the Durban Metropolitan region. The figure below shows the locality map of the Wiggins Fast Track used the Developer Driven Process in this study.

Figure 1: Show the Locality Map of Wiggins Fast Track



Source: CMDA (2001)

3.2 Brief Historical Background of Wiggins Fast Track

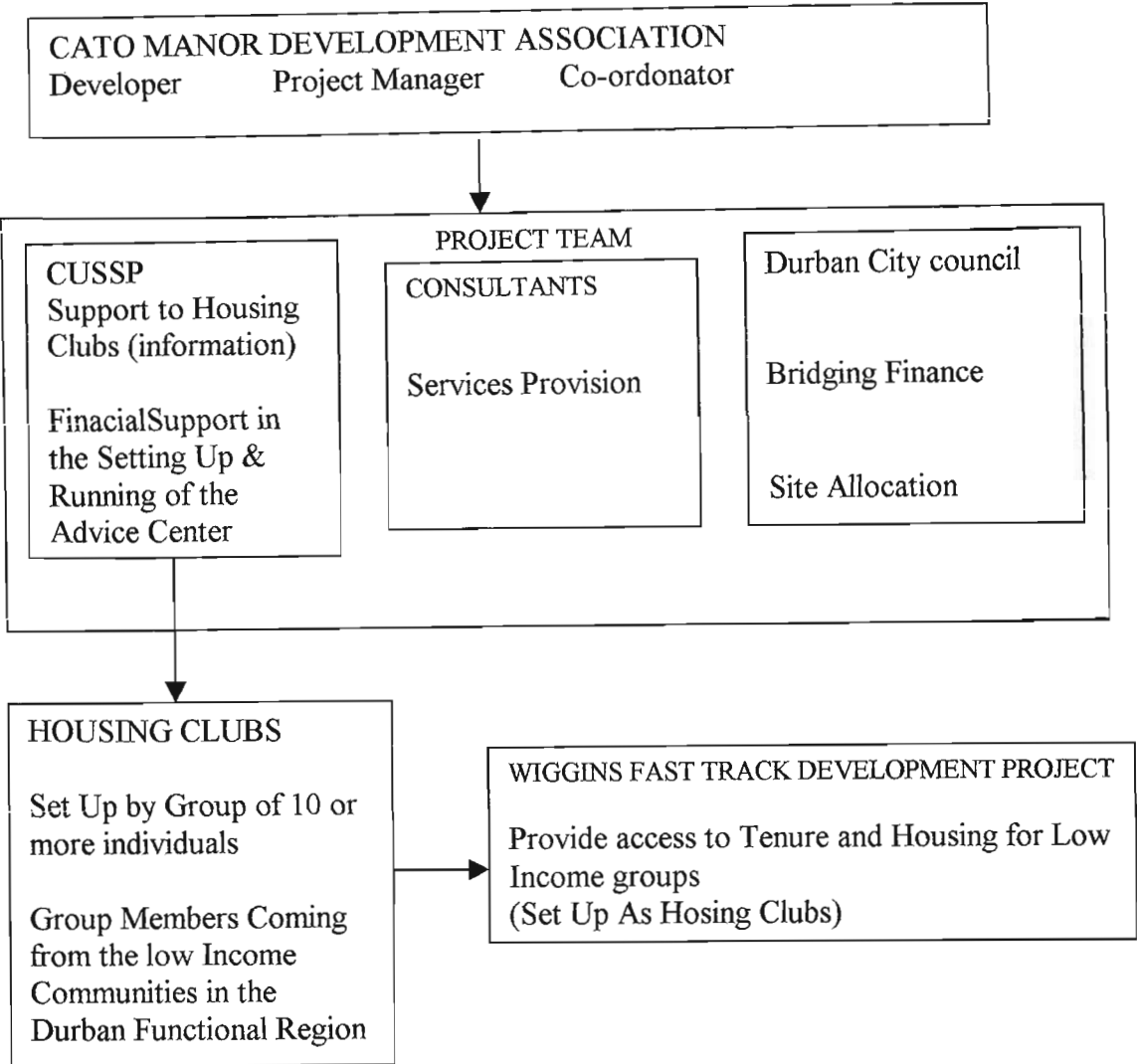
There was no CBO (Community Based Organisation) in the Wiggins Fast Track project. From the Cato Manor Development Association's (CMDA) point of view, the use of a group allocation method could form the building blocks of a community and belonging. In 1992, the Cato Manor Development Association Forum agreed to set up a development agency in Cato Manor Development Association (CMDA), to manage the development process. The establishment of the CMDA took two years, and another six months were required to complete the final draft of their development framework plan. The Wiggins project was processed through the Less Formal Township Establishment Act. According to this Act, normal building standards, Town Planning, and associations do not apply within the development. In addition, the Provincial Housing Board (PHB), which was funding the development, did not apply any set of standards with regard to top structures.

In this period, land invasions had steadily been eroding the amount of undeveloped land in Cato Manor. Without significant political backing CMDA were unable to stop the invasions. The Wiggins project was initiated to curb the rate of land invasion. It is so called the Fast Track because at the time of its planning and implementation, the project site was under the land invasion and it was necessary to get the project moving fast to avoid the land being settled informally. The project is based on a Greenfield site and delivered 1011 serviced sites. This project was a joint venture agreement between the Local Authority (Durban City), and the development agency (Cato Manor Development Association-CMDA). The Local Authority was involved in the allocation of sites to beneficiaries and in the subsidy application. The services were implemented within six months and new project approval arrangements were piloted with the City Council through this process. The component of the budget available for housing construction was made available in a variety of ways using additional outside funds (CMDA document: 1995).

CMDA was a developer. Using a "top-down" delivery approach, they delivered housing for the people who were entitled to the government's housing subsidy (CMDA Pamphlets: 2000). The allocation of site was on a group basis and the Durban City Council managed this process. The allocation site to groups was to encourage the social cohesiveness at the same time encouraging building together and sharing mutual self-help. While the design density was 35 households per hectare, the layout was flexible enough to allow groups to arrange their housing as stand-alone units or as attached units. The site sizes range between 130-150 sqm. The residential site was R8 300 and the average size of the building with the residual was 21 sqm.

Applications were invited through the press and screened by the Durban City Council. Applications had to demonstrate group membership. Community and Urban Support Services Project (CUSSP) oriented the groups. In attempts to ensure that dwellings were constructed as quickly as possible a Housing Support Center (HSC) was set up offering space to small material suppliers, companies marketing housing system, small constructors and advisors. The initial housing delivery system was designed around the appointment of local small contractors by the beneficiary and to a lesser extent self-build. To make housing delivery process easier for the beneficiaries, they had to apply as a group and the group was allocated sites in proximity to each other. Then the HSC was to assist them. As the construction pace was slow and the quality of some houses poor the housing delivery system changed to developer driven project towards the end of the project (CMDA Document: 1995).

3.3 Wiggins Fast Track Organogram



Initially the project received great opposition from the “warlords” in the adjacent areas (especially Old Dunbar Road and Cato Crest). The people in these areas argued that the sites in the project area should be allocated to them instead of being allocated by external officials from greater Durban. Their argument was that the land is in the Cato Manor area and since they live in the same area it would seem to be fair that their residents would get top priority. The project has demonstrated the speed at which serviced site has developed when there is no community involvement. The actual building on site has not got as fast as it was hoped, due to the delays in processing of the applications. The response has also not been as overwhelming positive as it was hoped. Some of

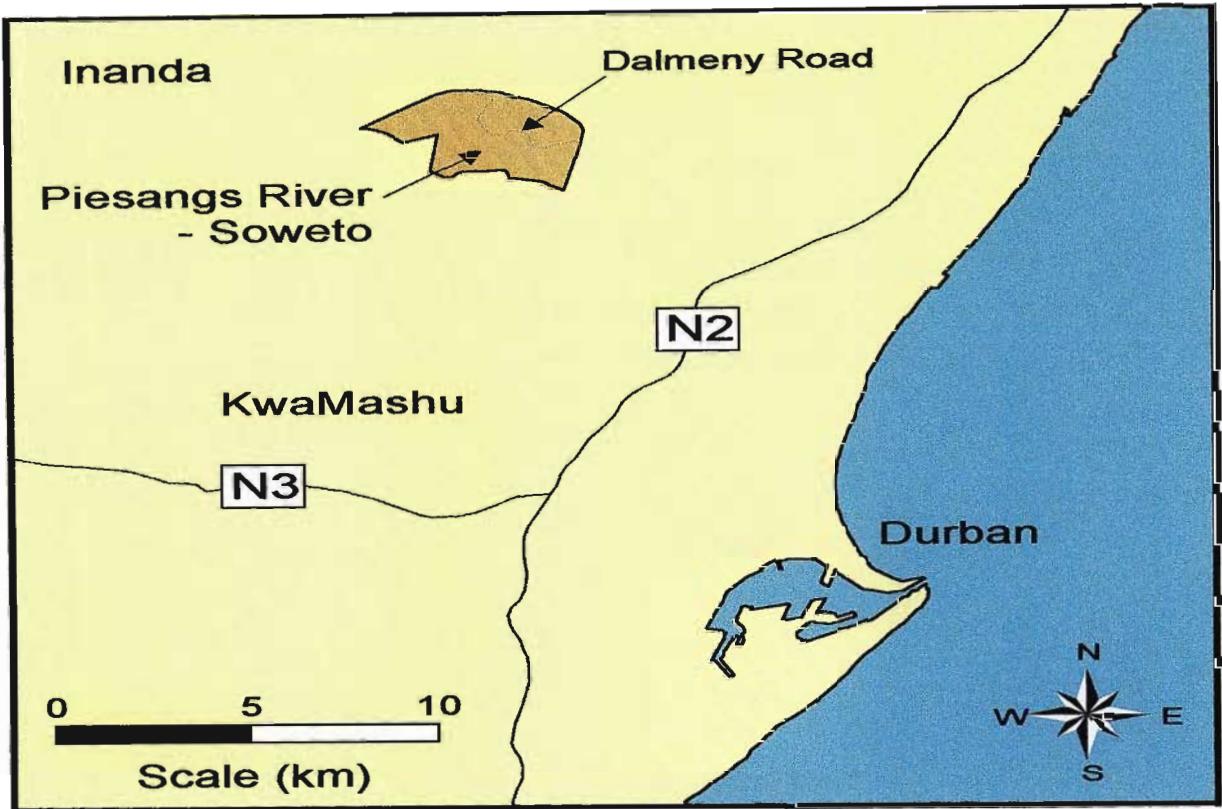
the housing clubs have broken up, meaning that the idea that these clubs would turn into savings clubs and actually finance their own building has fallen away. This was through the distraction of groups in the project due to taking over of the developers to speed up the process.

There are still a number of sites vacant. The housing advice center was operational for a couple of months and is now operating on a part-time basis. This was mainly because people were not coming to the office and at the time very little seemed to be happening in terms of building and relocating to the site. Community and Urban Support Services Project (CUSSP) is no longer involved in the project. The project has, however, created economic opportunities for local builders. Most of the sub-contracted builders come from the area.

3.4 Piesangs River Housing Project

Piesangs River is located in Northern Durban. It is situated in the Inanda area on the outskirts of KwaMashu. The nearest formal townships are Ntuzuma and Newtown A. The neighbouring settlements are KwaMashu and Phoenix. The settlement is 30 years old and situated on 41,19 hectares of land. Figure 2 below shows the locality map of Piesang River used as a case study in this study.

Figure 2: Shows the Locality Map of Piesang River



Source: Piesangs River housing office (2001)

3.5 Brief Historical Background of Piesang River

The Piesangs River is a settlement that has experienced ups and downs. It was once very violent. With the changing times and development awareness, people made a drastic change. Its residents come from all over Natal since people were renting cottages from the Indians who were the landowners. The community struggled to come out of its dependency and shake off the chains of psychological operation. This was undermined by the interventionary role played by the support of an NGO, Built Environment Support Group (BESG), which tried to control all development activities and which was accommodated by community figures in the Trust who themselves had no trust in the people. The civic has been swallowed up by the formal approach to development (Piesangs document: 2000).

Then the contractors employed the few beneficiaries during the housing construction process. It was unlikely that they would see how anti-developmental and wasteful this approach would be. At the same time the Habitat sight up eight savings scheme and started house construction with an initial 38 houses. One of the Federation's Centers that is located in Piesangs River is called "Umfelandawonye" (die together as one). This project had a total population of about 8,000 people. This amounts to 1655 families and there were 1655 shacks in the area. There were 850 toilets; two water taps and no streetlights, Sewerage system and sports ground.

There were two types of development activities in the area such as the Contractor-Driven development that was facilitated by an NGO (BESG), rubber-stamped by the Community Trust with some support from the developers. The other development was the People Driven Approach by the Habitat for Humanity and seven social housing schemes. These two approaches sometimes conflict due to the different approaches they used to deliver housing within the same vicinity. In the Contractor-Driven component, members of the community were sometimes employed as labourers and not well informed as to development activities. The contractor NGO drew the plans and made the decisions. Whereas, in the People Driven Approach, the people were the drivers of the process in accordance with their self-determined needs and priorities. Information and knowledge was in the hands of the people and the members of the savings group made the decisions and the development (Piesangs Document: 2000).

3.6 The Habitat for Humanity in the Piesangs River

This is part of the history about the Habitat for Humanity in the area of Piesangs River. Firstly, the Habitat for Humanity started in the US with 1

5000 projects and as a seventh largest homebuilder. In 1976 Millard Fuller, a millionaire from the United States, went to Zaire to start a self-help housing project in a form of Habitat. In 1983 the Habitat grew internationally rapidly, especially after the involvement of former US president Jimmy Carter. Millard and Jimmy Carter implemented this even to the poor people. As a result, from 1996 to 1997, the area's affiliate of Habitat for Humanity completed 20 houses, instead of building 60 houses in a year. This failure was due to the fact that people were not capable of constructing houses (Piesangs Document: 2000).

Therefore, the Habitat for Humanity project got involved in the Piesangs River via one of the board members who was asked to address a meeting about the work of the Habitat for Humanity. For six months there were few participants and much skepticism, but gradually interest in the project increased. The Habitat for Humanity now has a waiting list of 300 families who wanted to participate in the project. Then the people interested in participating in the project got together and had to elect three committees such as follows:

- Affiliate Committee: to run the affiliate and make decisions
- Family selection Committee: to select the first participants in the Project
- Fun-raising Committee: to organize fund-raising via block making and the funds must be donated to the Habitat For Humanity International.

Thereafter, the Piesangs affiliates was established for the homeless people. There was a housing design workshop at which participants were divided into three groups to design houses. The three designs were virtually identical: a rectangular four-room house. The Habitat for Humanity targets households earning R450-1 200 per month. The loans

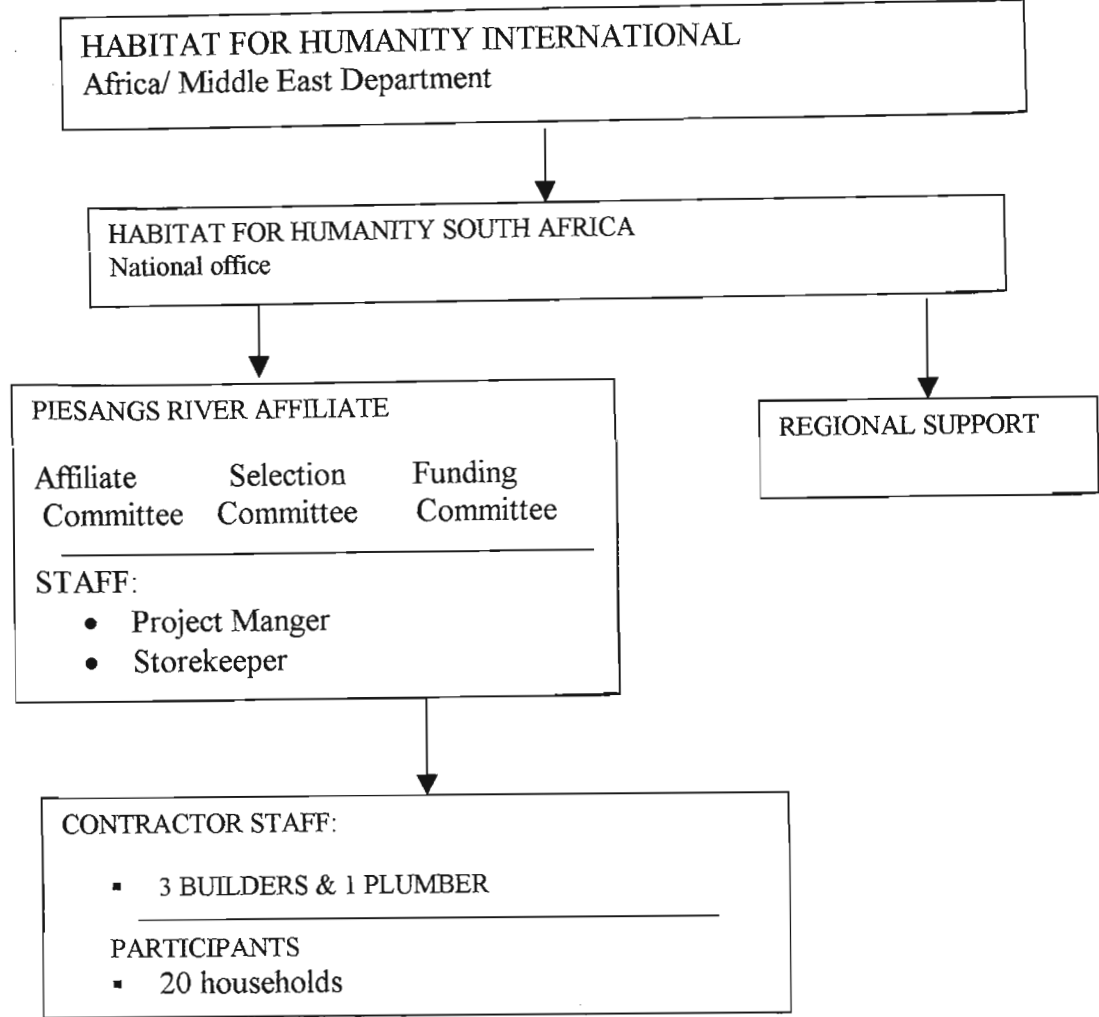
under the Habitat for Humanity were over 10 years and were interest free, but the repayments and the loan balance adjusted annually to compensate for inflation of building materials, specifically cement. The loans assisted the participants in the settlements in order to improve their housing delivery (Piesangs Document: 2000).

Before a project can be implemented, the National Housing Office has to inform the affiliate of how much funding is available. In Piesangs there was funding for 20 houses available. The selection committee looked at the first 20-30 families on the waiting list, and undertook sites visits to see if the households existing conditions were inadequate and if the site was suitable for building upon. The selection criteria was:

- Need of the family
- Ability to repay the loans
- Willingness to participate in the process

The application was submitted, firstly is was the approval of the National Office and National Board, and then the approval of the Africa/Middle East Department of Habitat for Humanity International. Therefore, during the housing implementation process through Habitat for Humanity system, the households in Piesangs had to contribute 100 hours to making of concrete blocks before construction on their houses could begin. Most blocks were then sold within the area to raise additional funds. The fundraising committee was responsible for organizing this and monitoring the time contribution of each household. Household members had to assist builders. The participants did the leveling, excavating, mixed concrete and mortar, and assisted with block laying and roofing. Builders did more skilled tasks like hanging doors, glazing and plastering. Then the plumber did all the plumbing work (Piesangs Document: 2000).

3.7 Piesangs River project Organogram



The process of the Habitat for Humanity has developed standardized systems and procedures over the years, and these seemed to work well. It had been adapted these for the South Africa context and produces a step-by step guide to organizing and implementing projects, and has all the standard forms, which have to be used. The standardized procedures for reporting by, and monitoring of the affiliate allows for a certain amount of autonomy by the local affiliate. Construction in Piesangs River took longer than expected, partially because of the site conditions. It took two weeks to do the foundations for each house because of the steep slopes. Delays also resulted from transport problems, as those hired to transport building materials, sometimes a truck that often broke down. In order to reduce construction costs in

future, Habitat for Humanity had chosen Wire wall construction with raft foundations for the next houses in Piesangs River.

3.8 Conclusion

The historical background of the two areas of study has been discussed in this chapter. For instance the Wiggins Fast Track was situated in Cato Manor and its development projects were under the Cato Manor Development Association-CMDA. The chapter looked to the name Fast Track because it took a short period time of about six months, by the developers. This system of housing construction was prompted by the invasions of land that was problematic within the areas of Cato Manor. The project initially involved small local contractors for building houses, but the developers controls the whole project progress. However, the developers were decision-makers taking over from the planning stage up to the final stage of the project. The organogram of this project put vividly the structures within the projects areas.

In contrast, in the Piesangs River area the conditions were very terrible in 1995, but the Habitat for Humanity played a crucial role in developing the area. Although the democracy was limited, people were not the only decision-makers and instructors of the program. The people through Habitat for Humanity started the Savings Scheme, because most of them were very much interested in developing their housing conditions on their own. They began to believe themselves (self-esteem) rather than depending on outsiders to develop their area, or to build their houses. Although not all people in the Piesangs River area were Self-builders, some people their houses were constructed by the developers. In the Wiggins Fast Track there was no way where the community get together for Humanity purposes for them to fight against oppression from any bureaucratic power in their housing development project. Whereas in the

Piesangs people were together because of the Habitat for Humanity or the Savings Schemes and thus the promotion of achieving common goals and priorities within the community area of development.

Chapter 4

An analysis of the survey of the Developer Driven Process and the People's housing Process in Wiggins Fast Track and Piesangs River

4. Introduction

The chapter analyzes the data collected from both case study areas, which were Wiggins Fast Track and Piesangs River. The purpose of this analysis was to come up with the findings that confirm the hypothesis of the study. The findings of this study were informed by the literature review discussed in chapter two, as well as the findings discovered from the field by the researcher.

4.1 Location of the Wiggins Fast Track

In Wiggins the interviewed households stated that they had different reasons of coming to the Wiggins Fast Track. 50% of the people interviewed indicated that they were from the informal settlements around Cato Manor. They said that they stayed in the shacks of Cato Crest informal areas. 50% of the respondents interviewed indicated that they were from the rural areas of the various provinces. They said that they migrated from their original places to access job opportunities around the city of Durban. The two-abovementioned percentages that are equal to 100% of the respondents interviewed mentioned that they were satisfied about the location of the project. They mentioned that they managed to walk to town or pay R1.50 as bus fare to town. The respondents also pointed out that they were accessible to amenities like shops, schools and clinics. The study found that 100% of the respondents interviewed were satisfied with the location of their housing development project (Survey: 2001).

4.2 Community participation of the beneficiaries in Wiggins Fast Track

The beneficiaries were asked question whether they participated in all stages of the housing project or not. 96% of the beneficiaries interviewed mentioned that they attended meetings but they were not given a chance in decision-making. They even mentioned that they were not informed about self-help housing construction. They mentioned that they thought that it was the government responsibility to build houses for them without their involvement.

They further pointed out that the small local contractors employed only 4% of the beneficiaries during construction process. For instance, Mrs. Cele said that they attended all the meetings but they had nothing to say because the developer (CMDA) told them that they were going to be given free houses with toilets inside. The study found that the Wiggins Fast Track beneficiaries were not given the chance to participate in their housing project.

The development committee of Wiggins Fast Track pointed out that people seemed satisfied with everything since they did not say anything in meetings held. The committee also mentioned that their function was to liaise between the community and the developers. It also said that the developers were delegating them to beneficiaries to give the feed back to the community about the progress of the project. Mr. Mkhize, a member of the development committee pointed out that the communication between the developers and the committee was not good because they were also informed by the developers what would take place. Mr. Mkhize further mentioned that this approach created problems since the community had strong beliefs that the committee was involved in fraud of project funds (Survey: 2001). The study found that the Developer Driven

Process did not use the right approach to involve the community in the project since they did not allow the beneficiaries to voice out their opinions during the project meetings and also the miscommunication with the development committee that caused disputes between the developer and the community. Table 1 below shows the level of community participation of beneficiaries in the housing project in the Wiggins Fast Track.

Table 1: Levels of community participation in the Wiggins Fast Track project.

Participation	No. Of h/holds involved	%	No. Of h/holds not involved	%	Total no. Of %
Savings Schemes	-	-	-	-	100
Self help	-	-	-	-	100
Decision- making	-	-	-	-	100
House design	-	-	-	-	100
Skills transfer	2	4	48	96	100
Technical trainees	-	-	-	-	100

Source: Field Survey (2001)

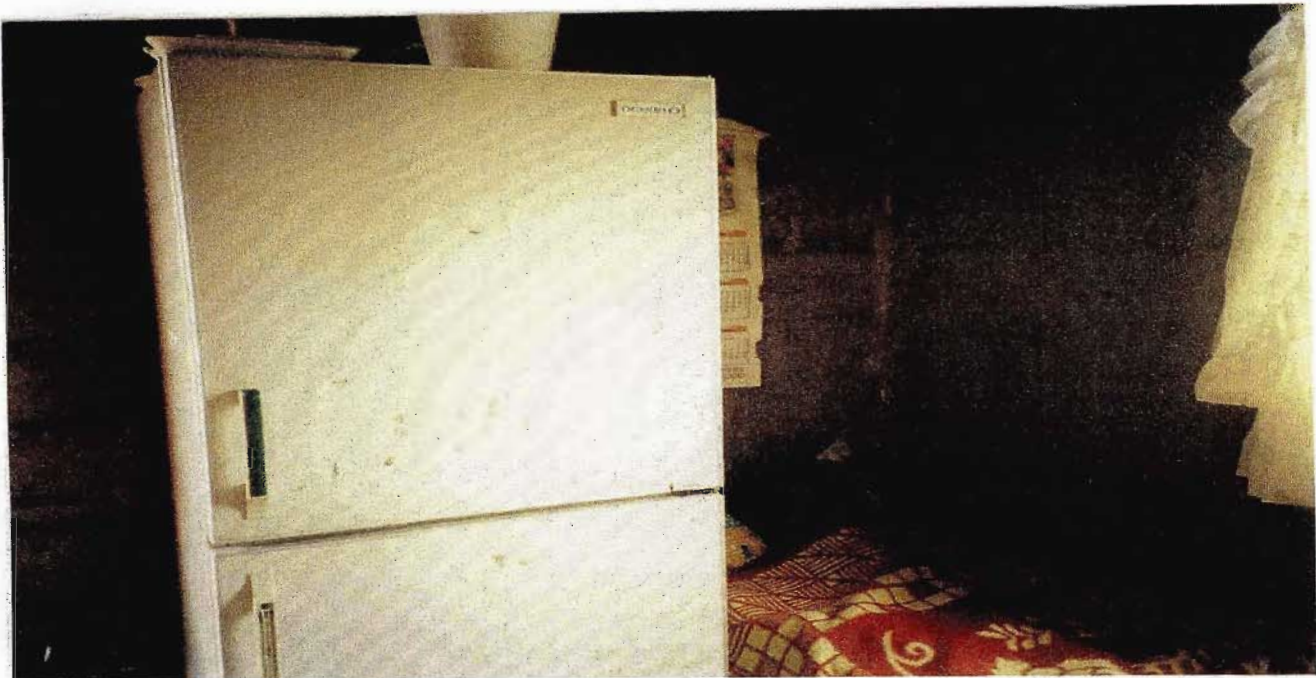
4.3 The house size in the Wiggins Fast Track

The respondents from the Wiggins Fast Track were asked to voice out their feelings about the size of their houses. 80% of the beneficiaries interviewed mentioned that their houses were too small. Their small houses consisted of one small bedroom and a kitchen. They stated that the developers were unable to design bigger houses that could accommodate their big family sizes. According to Mrs. Heather Maxwell

who was the project manager of CMDA pointed out that the reason for the developers to build core houses was that, the developers built these houses with an intention of finishing the project as early as possible before the people could invade the land (Survey: 2001). Mr. Khuzwayo responded by pointing out that he was not happy at all about the small size of his house. He further pointed out that the house was too small for his family. There was no privacy for them as parents; hence they were sleeping in one room with their children. The Housing policy stipulates the importance of privacy, and in terms of the constitution, the children must not be abused. In other households children were sleeping in the kitchen near the noisy refrigerator. In addition, the noise made by the small babies disturbed schooling children and there was no other means of getting a quiet space for studying and peaceful sleep.

Furthermore, the same respondents mentioned that it was better to stay in the shacks because it was easy to extend the shack with any available materials. Whereas in these new housing area they were unable to use recycled building materials like cardboards for extending their houses. The findings of the study showed that the Wiggins Fast Track respondents were unable to comply with building standards and regulations envisaged in the housing policy. Photo1 on the next page shows the inadequate space. Children were forced to sleep in the kitchen. Children did not sleep peacefully because their parents disturbed them every morning when preparing for work. In other households, there were schooling children and they could not study well because of the noise in the house. 20% of the respondents interviewed pointed out that the houses were good for them because they were unmarried and they had no big families, and the rest of other family members were living in rural area (Survey: 2001).

Photo 1: Inadequate Space: Child sleeping in kitchen next to noisy refrigerator



Source: Field Survey (2001)

Moreover, the beneficiaries complained about that they did not acquire title deeds. They said that they felt insecure about the houses they occupied. They thought that Martin West Housing Unit might repossess their houses from them anytime. They further mentioned that they requested for the possession of their security of tenure since 1996 up until 2001 and there was no response. They said that they find it difficult to make good housing improvement. Table 2 below shows the levels of satisfaction of the beneficiaries about their housing size.

Table 2: satisfaction of beneficiaries about the size of houses

Levels of Satisfaction of beneficiaries	No. Of beneficiaries	Percentage
Satisfied	10	20
Dissatisfied	40	80
Total	50	100

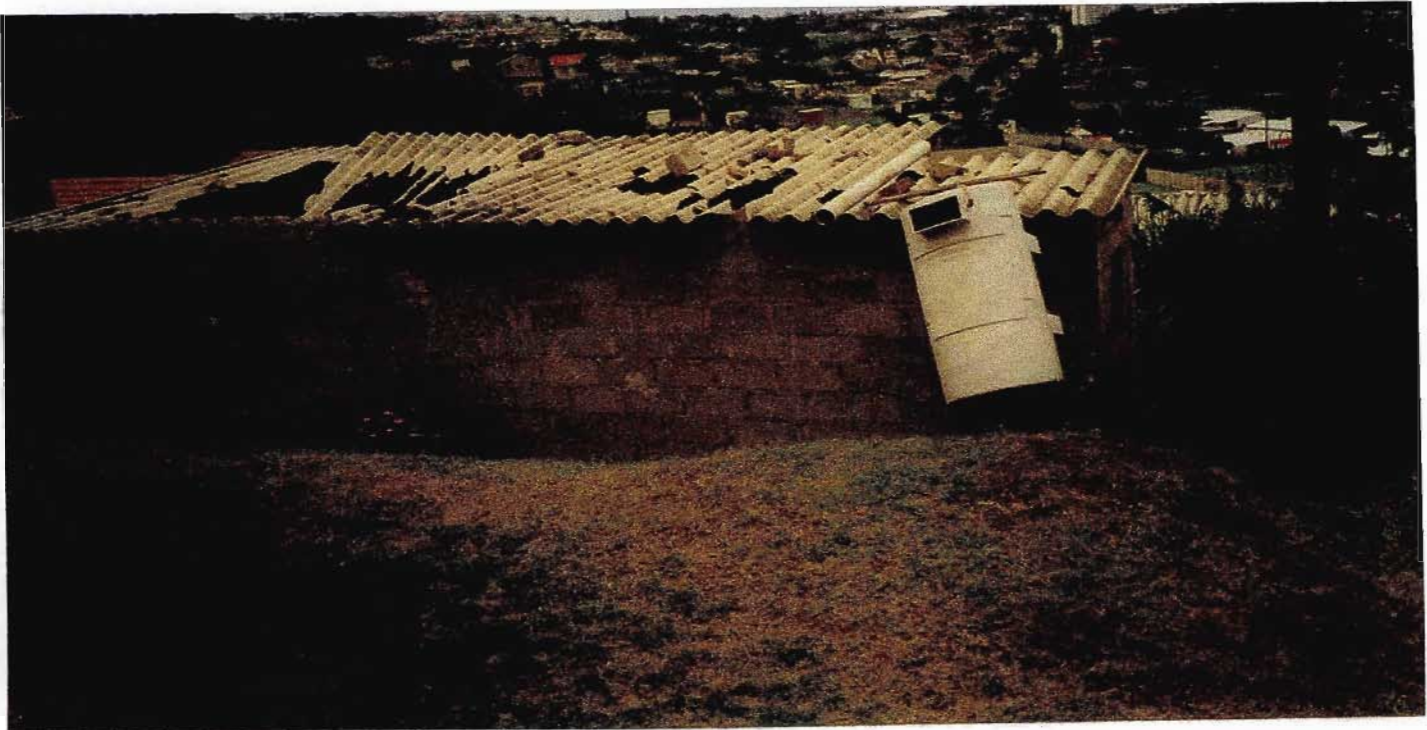
Source: Field survey (2001)

The study found that the 80% of people in Wiggins were not satisfied about the small sizes of their end product or houses because they had big families. This eliminates privacy and the schooling children were suffering from any kind of disturbances. This is a poor housing project because the housing policy prioritizes the privacy as a human right (Field Survey: 2001).

4.4 Neighbourhood Positioning of the beneficiaries

In the Wiggins Fast Track 60% of the beneficiaries interviewed said that they were worried about neighbourhood position of houses in their plots because they were not closed to each other. They also did not feel the sense of brotherhood in their area. For example, Mrs. Mwandla said that ever since they came to stay in these new houses in the Wiggins, there was no trust at all within the beneficiaries as neighbours like they were in the shacks. The beneficiaries also mentioned that in the shacks life was simple because it was too rural oriented and they were free to ask any kind of assistance within the area. 40% of the beneficiaries interviewed pointed out that they were satisfied about positioning of their houses. They were not concerned about the neighbourhood within their area (survey: 2001). 100% of the respondents pointed out that the area was affected by high rate of crime because the majority was unemployed. The majority of houses owned by the unemployed people were destroyed due to distrust within the vicinity. It is clearly that there were no negotiations between the developers and the beneficiaries about the positioning of the houses. Negotiations are important in order to the promotion of neighborhood within the community. Photo 2 on the next page (65) shows the vandalized house by the fact that there was no neighbourhood.

Photo 2: Vandalized house



Source: Field Survey (2001)

The study found out that there was a poor positioning of the beneficiaries in Wiggins. The people should be closer to each other in the community area. That would increase the communication amongst the people, and they could share common ideas that would build a strong community participation in any development issues within their area. It would be easy for the people to deal with crime in their area if they were positioned according to their relationship. The poor neighbourhood positioning of the beneficiaries in Wiggins meant that the housing project could not create social sustainability of community Survey (2001). Table 3 on the following page (66) shows the satisfaction levels of beneficiaries about the positioning of their houses.

Table 3: satisfaction levels of beneficiaries about their houses in Wiggins

Satisfaction	No. Of house holds	Percentage
Very satisfied	-	-
Satisfied	20	40
Disatisfied	30	60
Total	50	100

Source: Survey (2001)

4.5 Materials used in Housing Construction of the Wiggins Fast Track

In the Wiggins Fast Track 90% of the beneficiaries interviewed mentioned that the building materials were not adequate as they expected since there was an assumption that professionals were producing good end product. The developer (CMDA) used ordinary materials like concrete blocks; asbestos, steel windows with windowpanes. The beneficiaries mentioned that there were no ventilators in their houses and the houses were not plastered. During hot days they used windows in order to get fresh air. They also mentioned that foundations of the houses were poorly constructed because the floors were very damp. Their children got influenza at all times (Survey: 2001)

The remaining 10% of the people interviewed pointed out that they were not worried about the quality of the building materials that was used to build their housing. They were happy to own houses as they indicated that it was the first time in their lives to have houses of their own with blocks (Field survey: 2001). There are two tables on the following page: Table 4a shows the satisfaction of beneficiaries by end product in the Wiggins housing projects. Then the second table 4b shows the quality of the end product.

Table 4a: Satisfaction of beneficiaries by end product

Satisfaction by end product	No. Of people	Percentage
Very satisfied	-	-
Satisfied	5	10
Dissatisfied	45	90
Total	50	100

Source: Field Survey (2001)

Table 4b: quality of end product

Quality	No of houses good quality	%	No, of houses not qualitative	%	Total %
Plastering	50	100	-	-	100
Windowpanes	-	-	50	100	100
Blowned away roofs	35	70	15	30	100
Ventilators	50	100	-	-	100

Source: survey (2001)

4.6 The Developer Driven Process Housing with problems in Wiggins Fast Track

The beneficiaries in the Wiggins mentioned that they had some social problems within their area. They postulated that they were not given notices if the electricity was going to be switched off. On the other hand their houses had no ventilators for fresh air and for the aesthetic value of the house. Furthermore, the residents did not comply with the dates that were scheduled by Metro Waste for collection. They tend to dispose their waste after the collection date resulting in flies and odors in the area.

The beneficiaries did not relax during windy days because they noticed that most of the roofs were not strong enough to withstand such conditions. Another problem mentioned was that there were no proper roads in the area so their life became hard. For example, if somebody got sick the ambulance could not reach the house. There were no storm water pipes within the area and the running water coursed soil erosion. Their houses were always damp. Table 5 below shows the various problems people experienced in their housing area.

Table 5: Different problems beneficiaries experienced in the Wiggins

Problems	No. Of h/holds	%	No. Of h/holds not experiencing	%	Total %
Electricity	33	66	17	34	100
Running water	48	96	2	4	100
Title deeds	50	100	-	-	100
Waste collection	50	50	-	-	100
Soil erosion	45	90	5	10	100
Roads	48	96	2	4	100

Source: Field Survey (2001)

The study found that even if the location of the housing project was good and the houses constructed by the professionals, but still there were social problems that affected the living of the beneficiaries. The people were not enjoying their area. They mentioned that there was no proper housing development to improve their poor living standards (Survey: 2001).

4.7 The Piesangs River Housing Project (People's Housing Project)

In the Piesangs River the beneficiaries constructed their own houses for themselves no professional were hired. Pictures were used to illustrate the data in the field of study. The format used in Wiggins Fast Track Project is also used in Piesangs in order to get differences or similarities on both case study areas.

4.7.1 Location of the project

In the Piesangs River 80% of the people interviewed said that they were not satisfied about the poor location of their housing project. They mentioned that the area was located on the outskirts of Durban city. The beneficiaries mentioned that they had to pay high taxi or bus fare to town. They also pointed out that for the unemployed people it was hard to go to city looking for jobs. The remaining 20% of the interviewed people said that they were not worried about the location of their houses. Their main concern was to own better houses that could accommodate their families compared to shacks they used to live in before (survey: 2001). Table 6 below shows the feelings of the beneficiaries about the location of their housing area they live in.

Table 6: Household's feelings about the location of the Piesanngs River

Feelings	No. Of beneficiaries	Percentage
Very satisfied	-	
Satisfied	10	20
Dissatisfied	40	80
Total	50	100

Source: Field Survey (2001)

The study found that the majority of people were not satisfied about the location. The unemployed people could not go to the city looking for job opportunities. The study also found that this did not comply with the

housing policy as it mentions that the aim of housing subsidy is to provide an incentive to the developers to develop well located land where people can live close to the places of employment or close to good transport routes (field Survey: 2001).

4.7.2 Use of Savings Schemes in the Piesangs River Area

The researcher found out that the Piesangs River before the upgrading process; people were living under the poor conditions. They were exposed to flooding (survey: 2001). Therefore, the beneficiaries in Piesangs came together to form a Habitat for Humanity (Savings Scheme) with the initial objective in facilitating a housing upgrading process that could help people to access formal housing. Poor people who were landless and homeless formed this federation. Their main aim was to share their ideas and plan strategies together to eradicate their common living problems of landless and homeless. Mr. Magebula who was the chairperson of the Savings Scheme informed the whole community about the new saving schemes. This new saving scheme was about the collection of 50 cents from each person every day for the construction of houses. They had to meet on every Sundays to put together their money and discuss banking issues (survey: 2001).

80% of the 100% people interviewed mentioned that it was unbelievable to collect only 50 cents. They wished to collect bigger monies but Mr. Magebhula insisted that they must collect 50 cents. 20% of all the interviewed households were not interested at all to the dream of building houses through the banking of 50 cents.

While the saving scheme members were busy collecting 50 cents, 10% of the interviewed households constructed their houses. During the construction of houses through saving scheme the government

intervened with the allocation of housing subsidy (amount of R20300.00). Those who had already built their houses when the government intervened they used that subsidy amount for the installation of windowpanes, plastering of houses and toilet (survey: 2001). Furthermore, the Savings Scheme continued to collect 50 cents even if the government intervened. The saving scheme was renamed as Utshani fund and there were two objectives namely, the first objective was to construct houses. The second objective was to allow people to access loans from this fund to cover their basic needs other than housing. Mrs. Mlilo mentioned that they took loans from Utshani fund to pay school fees for their children. Fore instance Siphokazi said that they were six family members living in one shack as their permanent home. They slept together for so long because they grown up in that shack (survey: 2001). Photo 3a shows the shack where six family members lived before the Savings Scheme and government-housing subsidy. Whereas, photo 3b shows a house that has been built by through Utshani fund and the government housing subsidy

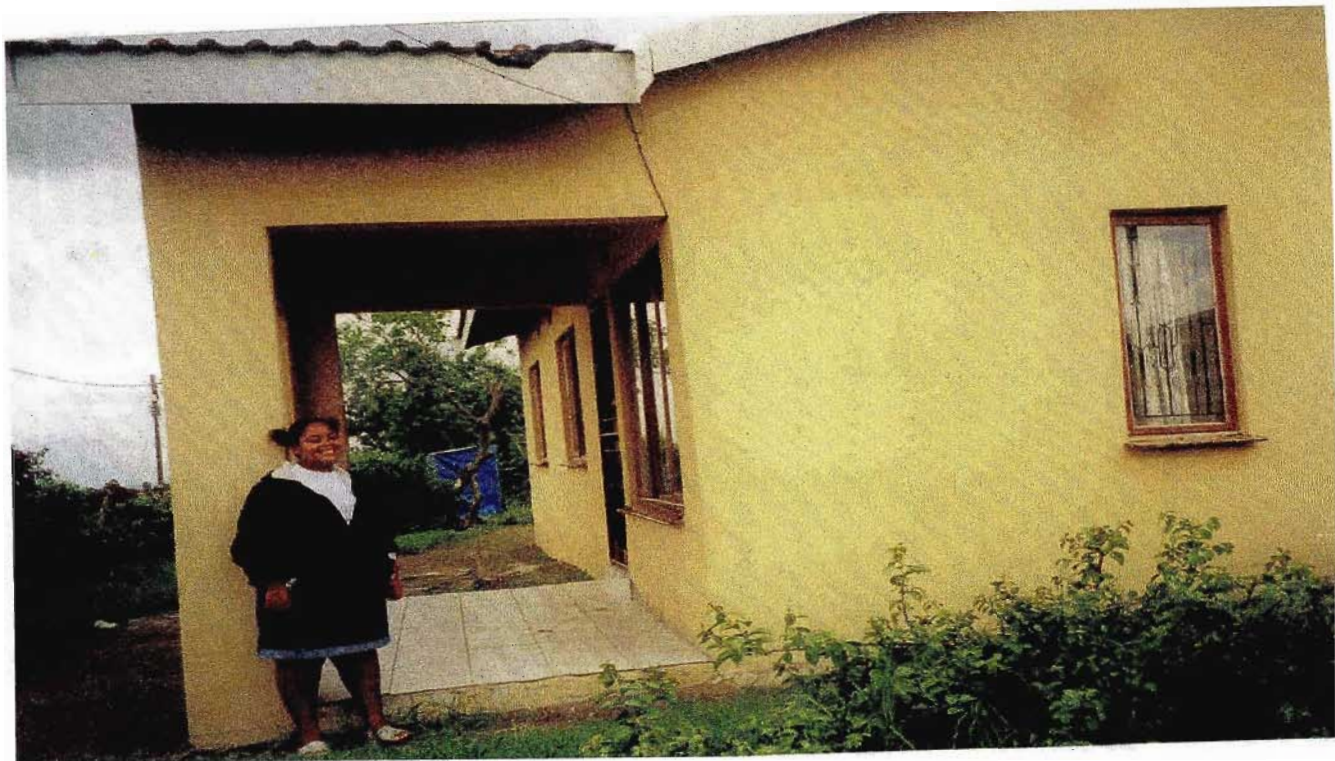
Photo 3a shack as the only home



Source: Survey (2001)

Their parents joined the Savings Scheme (50 cents collection) and Government-Housing Subsidy as an addition to what was accumulated by the Scheme in or order for them to have a luxury home. "We were all under one roof with my parents and we kids we are four, but now we have a beautiful house through savings schemes". People called the Utshani fund as " Utshani Buyakhuluma" (the grass talks) from Utsani (grass) Fund.

Photo 3B: the government housing Subsidy Plus savings scheme House



Source (survey: 2001)

4.7.3 The Community Participation in the Piesangs Housing Project

In the Piesangs River area, 100% of the residents interviewed mentioned that they were involved in their housing development project because they constructed their own houses. They acquired housing construction skills. 10% from the above-mentioned group of the people interviewed were trained by the Piesangs Housing Office to acquire technical skills in order to avoid hiring of the professionals. For example, Miss. Phumzile was one of the professionals trained by the Piesangs Housing Office, and then she took a certain amount of soil where the houses were to be built to the Geo-Technical laboratory to check if the area was suitable for housing construction. She also did building inspection during the period of building houses and checked the project progress. Other than that, she evaluated the building materials whether the materials were of good quality for housing construction (survey:

2001). Table 7, on the following page (68), shows the different ways and levels of community participation in the Piesangs housing development project. For example, starting from the savings schemes that had been explained above, level of skill transfer and trained, self-reliance and self-empowerment of the community through community participation in the housing project.

Table 7: Levels of community participation in the project

Participation	No. Of h/holds involved	%	No. Of h/holds not involved	%	Total no of h/holds	Total %
Construction process	50	100	-	-	50	100
Savings schemes	45	90	5	10	50	100
Self-help	48	96	2	4	50	100
Decision – making	45	90	5	10	50	100
House- design	35	70	15	30	50	100
Skills- transfer	48	96	2	4	50	100
Technical- Trainees	5	10	45	90	50	100

Source: Survey (2001)

The study found that there was a high level of community participation. The people control their own Savings Scheme so as to improve their living standards. The beneficiaries were decision makers of their own housing development project. That was complying with the housing policy as it mentions that the project should be people centered in order to meet the needs and priorities of the community (field survey: 2001).

4.7.4 House size of the Piesangs Housing Project

In the Piesangs River 90% of the residents interviewed were satisfied with the bigger size of their houses. The beneficiaries mentioned that their houses could accommodate their bigger families. The houses were all four-rooms houses and the plan was the same. The beneficiaries designed their own various housing plans and submitted them to the Piesangs Housing Office. They said that they all agreed upon four-rooms design plan because it was a big house with privacy. Photo 4 shows different designs that were submitted by the beneficiaries to the housing office. They chose four-rooms house. These designs were kept in the Piesangs Housing Office to bring back memories of what they had been dreaming about for a long time. Table 8 on the following page shows the satisfaction levels about the house size in the Piesangs River.

Photo 4 Different Housing Designs



Source: Field Survey (2001)

Table 8: House Size in Piesangs

House size	No. Of beneficiaries	Percentage
Very satisfied	50	100
Satisfied	-	-
Dissatisfied	-	-
Total	50	100

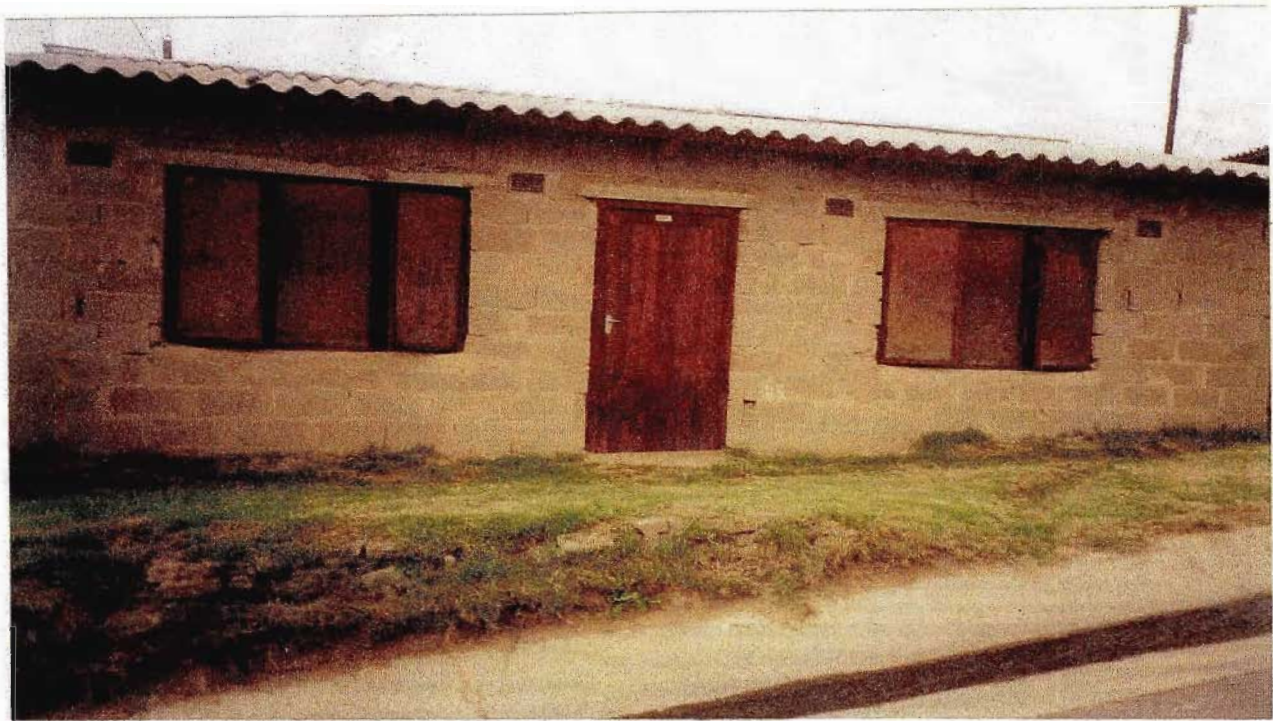
Source: Survey (2001)

The study found that all the households from Piesangs were satisfied with size of their houses that could accommodate their big families. In terms of the housing policy the houses should be big enough to provide space and privacy.

4. 7.5 Materials used in Housing Construction in the Piesangs River

The building materials used were standard concrete blocks, fibrocement, wooden-door and window frames. The problem with material was that certain elements such as windowpanes, plastering and services were excluded from the residual material costs, of which the houses were left incomplete. 100% of the interviewed people were not concerned about the types of the building materials and the incompleteness of their houses. The beneficiaries were happy to have their own four-rooms houses. For instance, Mr. Mchunu said that he was happy to have a big house, to him the house meant a lot. He clearly mentioned that he did not care about the things that were not installed like windowpanes, plastering. He stressed that he will fix everything as soon as he got employed. Photo 5 on the next page (77) shows an incomplete house without windowpanes and Mr. Mchunu used cardboard as his windowpanes.

Photo 5: Incomplete house without windowpanes



Source: Field Survey (2001)

The study found out that in Piesangs River the houses were incomplete although they were big houses. There were deficiency problems like cracks due to the fact that the houses were not plastered. However, the owners did not complain to any one because they were the actual builders of their houses. The houses were built according to their choice (survey: 2001). Table 9 below shows beneficiaries levels of satisfaction about the building material used in the Piesangs River housing project.

Table 9: Building Material used in Piesangs River Housing Project

Building materials	No. Of people	Percentage
Very satisfied	50	100
Satisfied	-	-
Dissatisfied	-	-
Total	50	100

Source: Survey (2001)

4.7.6 Neighbourhood Positioning of the beneficiaries in their houses

In the Piesangs area 100% of the people interviewed were all very satisfied about the positioning of houses on their plots. They mentioned that the houses were all positioned according to their friendship and they were good neighbours. The beneficiaries also mentioned that with the People's Housing Process there were negotiations with the community about the positioning of their houses, hence beneficiaries were close and trusted each other. For example, there was a double storey house with two different family units. The owners of that house stayed in one plot when it was a shack, then for upgrading purposes the layout divided them but the households agreed on sharing the plot in a form of a double storey house. In this double storey their bedrooms were on top/ second floor and kitchens in ground floor. It is clearly that negotiations were a good way of promoting neighbourhood and trust within the community in order for the people to live together. The photo 6a below shows the double storey house shared by two units, and photo 6b on the next page (73) shows the partition boards and steep staircases as the internal problems experienced by the owners of the double storey.

Photo 6a Double storey house



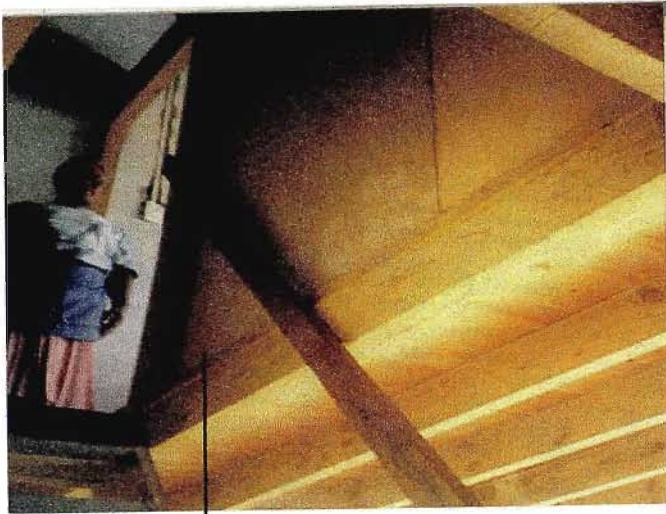
Family 1 Entrance

Family 2 Entrance

Source: Field Survey (2001)

As it has been mentioned earlier on that, the bedrooms were on top on the household members; they were forced to use staircases to reach their bedrooms. The study found that the owners experienced problems with this scenario. Staircases (steps) were too steep for going to the bedrooms and there were not in a good quality because of the big spacing in between. Another problem was that partition boards were used in demarcating the bedrooms instead of concrete blocks. That worried the parents because their children might play in their bedroom and the partition boards could fall and endanger the children. Photo 6b below shows partition boards demarcating the bedrooms and the steep staircases. Table 10 on the next page, shows the number of satisfied beneficiaries about their neighbourhood positioning of beneficiaries.

Plate 6b: Partition Boards and Steep Staircases



Partition boards for Bedrooms



Steep Stair Cases

Source: Field Survey (2001)

This form of negotiations between the people created a good neighbourhood positioning of beneficiaries improved the neighbourhood in the area. The community of Piesangs formulated a crime prevention committee within the area. Beneficiaries were aware that there were unemployed people who can practice criminal activities in the vicinity. The youth always patrol around the area and thus were limitations of escalating crime problem in the area of the Piesangs River (survey: 2001). Neighbourhood positioning eliminates crime because people can keep an eye to the neighbours' premises instead of exercising crime. These neighbourhood positions build more trust within the community.

Table 10: Households satisfaction about their neighbouring positioning

Satisfaction	No. Of households	Percentage
Very satisfied	50	100
Satisfied	-	-
Dissatisfied	-	-
Total	50	100

Source: Survey (2001)

4.7.7 The PHP Housing Project with problems in Piesangs River

The study found that beneficiaries in the Piesangs area experienced some problems; they said that they were not given notices when the electricity was going to be switched off. They were using pit toilet due to the fact that they had no proper infrastructure services in their housing project. There was running water in their area because they were using street taps. Running water caused soil erosion that affected people near the street taps. Another problem mentioned was that the residence did not comply with dates put by Metro for waste collection. They had a tendency to dispose their waste after the collection date and that resulted in odors and flies. The crucial problem they faced was that they had no title deeds for their houses. Therefore they were not secured about the ownership of the plots. Table 11 below shows the different problems that were come across by the people.

Table 11: The Problems experienced by the beneficiaries

Problems	No. Of h/holds experiencing	%	No. Of h/holds not experiencing	%	Total %
Electricity	41	82	18		100
Running water	48	96	2	4	100
Waste collection	50	100	-	-	100
Title deeds	50	100	-	-	100
Soil erosion	30	60	20	40	100
Roads	15	30	35	70	100

Source: Field survey (2001)

The problems in the area are not corresponding with the National housing policy because it mentioned that there should be adequate housing which includes health, social services (clinics) and infrastructure services (proper roads with storm water) survey: (2001). This is not the standard that is required by the South African National Housing Policy.

4.8 The Successes and the failures of the Developer Driven Process and the People's Housing Process

The Developer Driven Process failed to practice community participation in the Wiggins housing delivery project. The people were objects (they had nothing to say) and were passive during the housing development project. Although there were local contractors involved during the construction process, but the local contractors could not control the whole process. The developers (CMDA); were the project managers in the whole process. The project developers were the small local contractors but the project managers were more impatient about the slow pace of housing delivery; hence the developers took

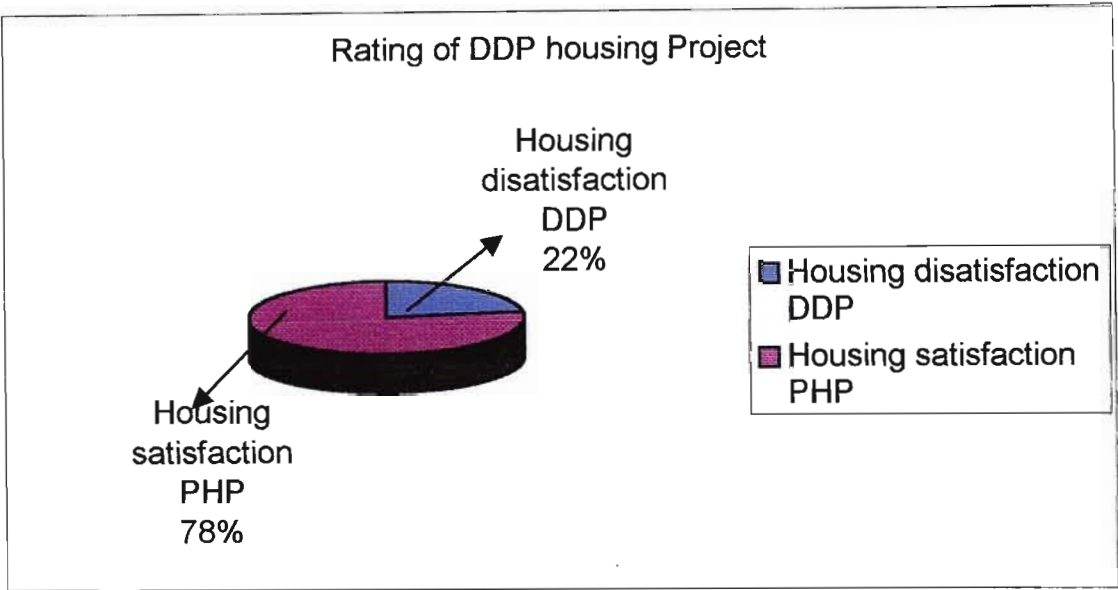
over through the Fast Track system. The Fast Track system was a success in respect of housing delivery, because the project took only six months. The people had to collect the keys for their houses from Martin West housing office in order to occupy their houses.

In contrast, in the Piesangs the People's Housing Process failed to produce complete houses with all the installation of services that were needed by the beneficiaries. The unemployed people failed to install water and toilets in their houses. However, the community controlled the whole project during the various stages of the development, and the result was that their house size house was worth it because it was a four-rooms house.

The study found out that the 78% of the interviewed households of both study areas pointed out that they were satisfied with their end product that was constructed under the system of the People' Housing Process. 22% were satisfied about their houses constructed by the Developer Driven Process. Therefore, the Peoples Housing Process had a higher rating percentage compared to the Developer Driven Process. This means that the people involvement is important, because the beneficiaries construct houses of their own caliber. This is shown by the two pie charts on the next page (84) the chart 1 shows the 22% as a rating percent of the DDP housing Project. The chart 2 also shows the 78% as the rating for the PHP housing project. Table 12 on the following page (85) shows differences of housing delivery processes such as, the end product satisfaction, neighbourhood positioning and different levels of community participation and the end products. This shows that the PHP is a better system for housing delivery compared to the DDP housing delivery.

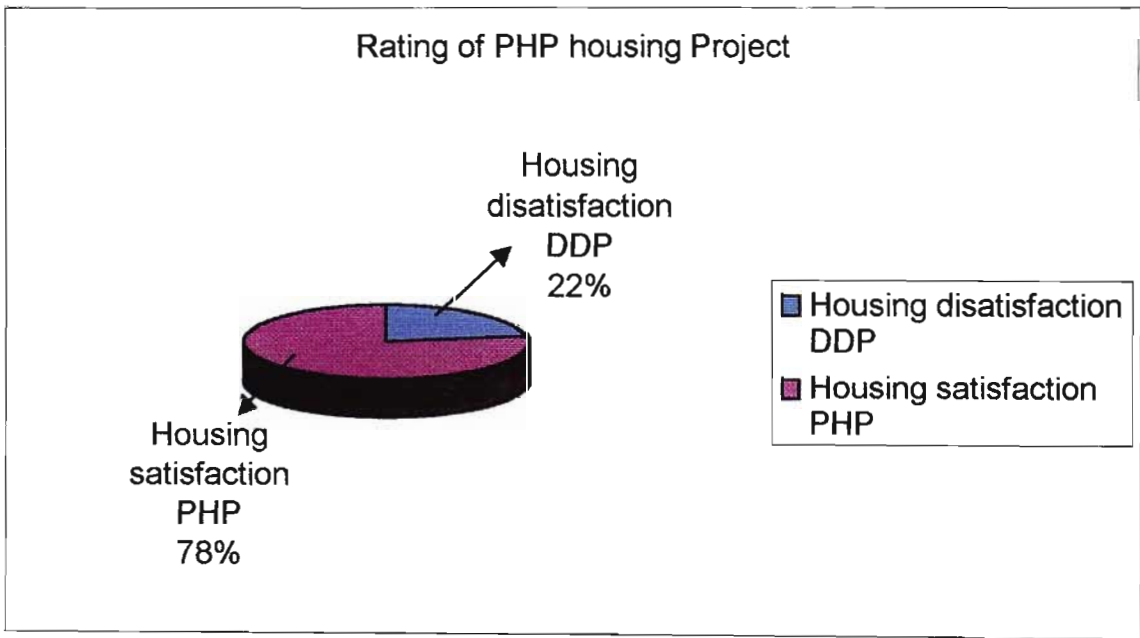
Chart 1: Housing Satisfaction of the PHP Housing Delivery System

Source: field survey (2001)



Source: Field survey (2001)

Chart 2: Housing Disatisfaction of the DDP Housing Project



Source: field survey (2001)

Table 12: Differences of the Developer Driven Process and the People’s Housing Process.

Differences	Wiggins Fast Track	Piesangs River
Neighbourhood	Poor	Excellent
Community Participation	Very Low	Very High
End-Product	Disatisfactory	Satisfactory
Negotiations on positioning of the houses	Poor	Excellent

Source: Field Survey (2001)

4.9 Conclusion

The chapter analysed the data collected from the two different areas of the study. The data had to confirm the hypothesis of the study. According to the analysis the Wiggins Fast Track delivered housing through the system of the Developer Driven Process. In the Wiggins Fast Track there were limitations of community participation and the houses were very small, but had to accommodate big families, and there was no privacy. They had no proper roads to access their houses, no ventilators and there was no good neighbourhood positioning within the people. As a result other houses were vandalized due to the fact that there were suspicions of crime within the community. However, the beneficiaries were closer to the city of Durban and it was easy for the unemployed to walk to the city searching for jobs.

In contrast, in the Piesangs River the houses were four-room houses accommodated big families. The housing project was people centred and they were decision-makers of the whole process. The people had to complete their houses for example, people had to buy windowpanes,

install water and toilets in their houses. They had roads, and ventilators. The beneficiaries from the two housing projects experienced one common problem of not having the title deeds of their plots. Their plots belonged to the Ethekewini Municipality. Both processes left the housing projects incomplete because houses were not plastered, but the difference was that the beneficiaries of the People's Housing Process were satisfied about their housing project compared to the Developer Driven Project. Furthermore, the People's Housing Process was good for the people because they were negotiations about the positioning of the houses and that promoted neighbourhood with the community, whereas with the Developer Driven Process there were no negotiations for the positioning of the houses with the community and this resulted to vandalism of houses.

Chapter 5

Summary, Conclusions and recommendations for the housing policy and future research

5. Introduction

In concluding this study conclusions are made for policy purposes, future practice and implementation of community participation in housing delivery in order to meet people's needs. Summary of the findings of the study is made in this chapter to clear out the differences between the two different processes of housing delivery. The Conclusion on this chapter will be made based on findings of the survey that was conducted in the two case study areas, namely: The Wiggins Fast Track and the Piesangs River. There are lessons to be learned from the two case studies. The research has proven that the two different processes which are: The Developer Driven Process and the People's housing Process are different in their end product, and it is important that developers are impartial in their practices. The communication with the community at large becomes very important and ensures that the community is involved. This chapter will conclude by pointing out differences between the two case studies and make recommendations that may help inform the South African National Housing Policy. The recommendations made herein are based on the existing Housing Policy, and it is important that the policy is informed by the practical realities at the grass roots level.

5.1 Summary of Findings

This research has been conducted in two places: The Wiggins Fast Track and the Piesangs River. The purpose of the study was to scrutinize which of the two processes (the Developer Driven Process and the People's Housing Process) delivered better housing that can meet the needs of the poor, homeless people of South Africa. The

main concern was that the process should deliver a good quality end product looking at the size, building materials used in constructing the house. From the background of the areas of survey many funders for the development of the area funded Wiggins Fast Track.

The community of the Wiggins Fast Track did not take part in their housing development project, because the developers and the development committee were controlling the whole housing development process. The same group of people were not capable of practicing their own savings schemes so as to raise funds in order to improve their living standards. The people were now the beggars from the government because they did not know how to do savings schemes of their own, or how to apply for funding in order to develop their area. The community in the Wiggins Fast Track area depended on Cato Manor Development Associate-CMDA.

Whereas, the Piesangs River started with the Habitat for Humanity of which this was involving people to raise their funds although this was under the International Office. The Savings Schemes was introduced within the area of Piesangs and people joined it for the purpose of building better houses for themselves. The people had to collect 50 cents for housing development. The people always met on Sundays to discuss about the amount that had been collected from all members of the Savings Scheme.

Thereafter, looking at the data collected from both case study areas of study, The Wiggins Fast Track was located in good area because it was near the Durban City. The unemployed people could walk to town searching for jobs and for the employed the transport costs were very low. However, the beneficiaries were not happy with the small size

houses that could not accommodate their family members and there was no privacy due to limited space. The house had no ventilators for fresh air yet the house was small. The problem within the beneficiaries was that people were not together as one. The people treated each other as strangers because the project collected people from various places of Durban and Cato Manor. Therefore, the positioning of the people was poor due to the fact that they were not familiar to each other. The beneficiaries in the Wiggins area did not formulate the Savings Schemes of which that was the best strategy for bringing together people.

Moreover, the people were not secured about their houses since they did not participate in the whole process of the project. They thought that Martin West Housing Department might repossess the houses at any time because it was the only office controlled the Wiggins Fast Track housing project. The poor people, who depended on contractor-oriented bureaucratic systems for a roof over their heads, dramatized the exorbitant costs in human and money terms of taking a fundamental life activity away from the end-users.

The Piesangs River area is located in the Outskirts of Durban City and is far from the City. The transport costs are very high and the unemployed are unable to go to town to search for jobs. However, the housing beneficiaries were glued together and this was promoted by the savings scheme. The needs of the poor were most vivid. The people were satisfied about the four-room houses that were delivered through the People's Housing Process of which this is a big size and it accommodated big families and there were ventilators in the house. Although, the houses were not completed especially those that were constructed under the R20300.00 government-housing subsidy fund.

However, the people were not that much worried about that because their priority was to have houses of their own. Therefore, the community of the Piesangs area was secured because they knew that, there was no outsiders implemented their housing project that would claim back the houses or would introduce any policy about the area.

According to the findings the hypothesis has been confirmed, because the People's Housing Process seem to be the process that meets the needs of the people. Looking to the end product the advantage is that the houses were big enough, of which the house itself was a first common priority within the community in the Piesangs River area. Even the unemployed people do not care about the incompleteness of the house as long as they occupied their own houses.

5.2 Conclusions

This chapter concludes what the study was all about. The survey started looking at the hypothesis, what should be the findings of the research. Then stated research question and sub questions to scrutinize the gist of the hypothesis. The literature was used to get information from various theorists about the two housing delivery processes. The purpose of the survey was to compare the Developer Driven Process versus the People's Housing Process in housing delivery. The study compared both processes in order to find out which process delivered a better housing or end product, in terms of quality, sizes, neighbourhood positioning and community participation when delivering housing for the people. These were the strong elements to look at, because development projects were meant for the people to up- grade the standard of their housing standards.

Therefore, the findings confirm that, the Developer Driven Process failed to build housing that could meet the needs of the poor. The beneficiaries were excluded from the whole project process. The developers controlled the whole housing project and they were decision-makers without getting any views from the community. The beneficiaries used to attend meetings that were organised by the developer but they were passive because they did not understand the procedures of housing development. The development committee was there only to interpret the report back from the developers and to liaise between the community and the project managers. It is clear that there was no skills transfer from the developers to the community and developers practice every professional skill. Only few people got semi-skilled because they were mixing cement during the construction period nothing else other than that.

On top of that, in the Wiggins area, those beneficiaries did not have their Title Deeds from the developers or from Martin West Housing Office, were insecure about the ownership of their plots. They thought that at any time they could be evicted from the place. The housing policy indicates that the people should be the owners of their plots. Moreover, the beneficiaries faced with housing defaults like cracks. The developers did not fix up such problems. Only few people who could afford had to fix the cracks. The developers constructed small houses in terms of the size hence the space was limited and there was no privacy because every member of the family slept in one room and children in the kitchen near the noisy refrigerator.

The People's Housing Process was people centered. The community was involved from the planning stage through out the implementation of the project. They designed their four-room house that

accommodated their big families. The beneficiaries chose their building materials with the assistance from the Certifier that was Ms. Phumzile. The Piesangs River Housing Office trained her as professionally skilled person in order to eliminate professional costs for the project. There were deficiency problems but the owner did not complained about them, because they were the contractors of their own houses. The beneficiaries had to install water, toilets in their houses because that was left out during the construction process. The plastering also was excluded, but the people were happy to have their own houses. Title Deed was the problem to the people because they were not sure about their ownership of their houses and the housing policy emphasis the security of plots ownership by the beneficiaries. For that matter, the people did not want to move completely from their informal settlements to the developed housing area. This delays the bulldozing of ghettos in South Africa. The People's Housing Process is the optimum process for housing delivery in South Africa compared to the Developer Driven Process

5.3 Recommendations

This is to look at what should be done or can improve the housing subsidy delivery in the South African context to upgrade the living standard of the poor and eliminate the homeless people. Since the subsidy is designed to take account of popular demands, the enormous size of existing and projected backlogs, fiscal constraints and the need to minimize housing and financial sector market distortions (PHP policy: 2000).

- ❖ The Housing policy should be implemented fully within the housing subsidy and this can be done if at all the government housing officials monitors the housing development process.

Also the officials that formulate the policy should come to the ground to evaluate their ideas whether they are good for the people on ground

- ❖ The Local communities should be involved in development projects in order to promote community participation and should be practiced in all systems of development projects. For instance, private housing developers should involve people in all stages of the project. Thus skills transfer in order to up grade the standard of living within the poor because they can become self-contractors. This can also promote self-dependent, good nutrition amongst the community and will eliminate the escalating crime due to income generating.
- ❖ The People's Housing Process should implement in all housing projects because there would be no vandalism of government properties.
- ❖ The Housing Officials should differentiate the politics and development. This causes problems to researchers because people have been told that they will have free houses with services from the government.
- ❖ The idea of locating poor in proximity to the city or town is a good one and it really works for the poor; for example, in Wiggins fast Track people can go to town for informal jobs and they are paying less taxi fare sometimes other can walk to town.
- ❖ The people in the Piesangs River area should start informal business through applying container parks. This will encourage people to open their own small business and to market themselves to their community. Most people will manage to extend their small starter houses to bigger houses without any support from the government.

- ❖ Building a democratic leadership structure is a process, which requires careful strategizing. The developer should decide whom to collaborate with and on what terms only after identifying the leaders and determining their basis of legitimacy; their particular characteristics; the nature of their links to outside bodies; and their relative power. Hence social compact is more important in housing development projects.
- ❖ Where within the community have individuals to the power to destroy emergent community organisation. The housing department's strategy response might be to maintain the support of community while working primarily with democratic, representative members of the community.
- ❖ The community should be enthusiastic because enthusiasm is the driving force of development and that success is the source of enthusiasm. People can have a strong argument and be able to negotiate with developers about their needs.
- ❖ The developer would seek to encourage alternative forms of representation without arousing the suspicion of authoritarian. Thus, the developer would respect traditional norms of the area and protocol while at the same time promoting a process whereby other residents can become actively involved in a development programme.
- ❖ A developer working directly for a community should be responsible only to the local residents and does not have to consider the demands of outside agencies that may coincide with the priorities of the community.
- ❖ The People's Housing Process beneficiaries needed a costing guidance so that they can be trained about budget and should be able to install water in their house.

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APPENDIX ONE

QUESTIONNAIRES

APPENDIX 1

Questionnaires for residents of the Wiggins Fast Track and the Piesangs River

Community Participation

1. Were you consulted before the project?
- Yes
- No
2. If yes, on what were you consulted about?
-
3. Were you invited in any meetings together with your development committee?
- Yes
- No
4. What was the main discussion about?
5. Were you given a chance to talk?
- Yes
- No
6. How many meetings took place during the project?
7. How many meetings did you attend?
8. What was your main concern about the meeting?
9. Were you satisfied the way meetings were conducted?
- Yes
- No
10. If no, what were you dissatisfied with?
-
11. Was there any time when you came to a meeting and said “ what are we doing here”?
- Yes
- No
12. If so, why
-
13. What improvements should be made for any community meetings?
14. Were you treated equally in the meetings?
15. On your opinion does the development committee really represented your needs as a community?
16. Does the committee expedite up the process?
17. Does the committee manage to serve the community at large?
18. If no what were the problems that you experienced with the committee?

End Product

1. Where were you living before the project was implemented?
2. Did you want to live here?
Yes
No
3. If no, what forced you?
4. If yes what are attracted you?
5. How do you feel about staying in this place?
6. How did you occupy your houses?
7. Were you involved in the construction of your houses?
Yes
No
8. If yes, to what extent were you involved in the project?
9. If no, why were not involved?
10. Did the committee explain to you the two types of housing delivery process such as,
Developer Driven Process and People's Housing Process?
Yes
No
11. If yes, what type of housing delivery process is your project?
12. Are you aware about the difference between the People's Housing Process and
Developer Driven Process?
Yes
No
13. Do you know of any areas with a similar housing delivery process?
Yes
No
14. If yes, how do you rate their living compared to yours?
15. Does your houses provide enough space to accommodate your families?
16. Are you satisfied with your new home?
17. If no, what causes dissatisfaction?
18. If yes, what is that enables you to feel satisfied?
19. Did you have a say in your project allocation, houses plan, neighbouring positioning (friends)?

Quality of the end product

1. Do you have ventilators in your house?
2. Do you have services e.g. purified water electricity and etc?

Yes

No

3. If yes, how did you access the services?

4. Do you have privacy as parents?

Yes

No

5. If no, how do you cope with the situation?
6. How are the defaults in your house e.g. cracks?
7. Do you have title deed?

APPENDIX TWO

A GENERAL DESCRIPTION OF THE PEOPLE'S

**HOUSING PROCESS
IS ENCLOSED**