

***RESIDENTIAL SATISFACTION AS AN INDICATOR OF  
QUALITY OF LIFE - A CASE STUDY OF  
BRIARDALE - NEWLANDS WEST***

**By**

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*This dissertation is dedicated to the  
memory of my father*

SH

1. QUALITY OF LIFE
2. HUMAN RIGHTS POLICY
3. HUMAN SERVICES
4. SOCIAL VALUES
5. ~~ADMIN~~

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## ABSTRACT

The issue of residents' satisfaction with their dwelling units and their neighbourhoods is one of the growing interests in many arenas. The aim of this dissertation was to examine the quality of life of residents in Briardale, Newlands West.

The prime intention was to investigate the influence of various life domains on quality of life of the sample populations. The sample population was stratified into three groups, viz. Dwellers in single cottages, semi-detached and duplex units and the flats sector.

It has been revealed in the final analysis that neighbourhood deficits influenced neighbourhood satisfaction. It was further established that in addition to dwelling and neighbourhood deficits, socio-economic characteristics influenced the quality of life of residents. The flat dwellers were dissatisfied with their environment and being renters, this influenced their quality of life. Unemployment was highest among this sector. The salient reason for dissatisfaction amongst most residents was the lack of recreational and entertainment facilities, cultural and neighbourhood organizations and the poor quality of the flats and duplex units. The greatest degree of interaction with the neighbours was amongst the flat dwellers and the lowest level of community participation was also among this group. The residents had no confidence in the local civic groups since these groups had done very little in the last decade to improve their quality of life. A great degree of dissatisfaction arose because none of the residents were consulted about their housing needs prior to occupying their dwellings. In spite of the dissatisfactions expressed, most of the residents preferred to remain in this area because of its easy

accessibility.

In the light of the above, various suggestions and recommendations are tendered in the hope that all stakeholders (planners, policy makers, civic movements and consumers) can utilize this information to improve the quality of life of all residents in the country.

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## CHAPTER 1

### INTRODUCTION

#### 1.1 PREAMBLE

The earth is our only suitable habitat. Geography's task is to discover and capture its horizons in order to understand how people live (Hattingh, 1993: 37). Geography has been a descriptive and interpretative science for centuries (Haggett, 1975). Up to the 1960's Geography was dominated by the "Social Engineers" who researched on behavioural, locational and physical aspects (Cox, 1981; Broek and Webb, 1965). Later the social-cultural approach was adopted and this led to a study of how the earth was modified by man (Wagner and Mikesell, 1962) which placed emphasis on the humanistic traditions in geography and human being's relationship to his environment (Broek, 1965 ). Today the science of geography has traversed a wide array of philosophies.

The belief that the human component should be reinstated in geographical analysis has directed attention to the involvement in socially relevant issues (Harvey, 1970; Smith, 1992) and environmental problems. The social-cultural approach regards human beings as active agents and the earth as a passive subject and this led to studies of how the earth was modified by human beings . The human ability to shape and reshape the environment are essential processes of change in the environment of which people, in fact, are part (Hatting, 1993: 38). Therefore, an increase in socially-inclined research has become the focus in geographical literature in recent times. This importance is shown by the

abundance of geographic literature on issues such as poverty, minority groups, access to social services, crime, social tensions, crowding, housing markets, residential patterns and the role of power groups in urban planning ( Bourne, 1981; Adams, 1984) . This has led geographers to investigate societal problems and explain concepts associated with social well-being and quality of life. The present study focusses on using the subjective perceptions of individuals as a measure of their quality of life. Similarly objective conditions such as housing quality, services and facilities, and security affect a person's happiness or satisfaction. The satisfaction level is therefore a significant component which cannot be disregarded (Campbell, et al., 1976; Goudy, 1971). Similarly the community in which an individual lives also influences his or her quality of life.

Housing plays a key role in influencing the quality of life. No longer do citizens find reassurance that every man should have a roof over his or her head. They now ask with concern whether housing provides adequately for the health, safety and welfare of occupants. The home is of central significance in terms of personal and social identity. The home is for most people the focal point of their lives.

The "housing problem" has only come to the purview of geography very recently (Robson, 1979). Until the 1970's housing was a much neglected aspect of study (Pacione, 1982). Apart from a small number of statistical analyses of particular issues early studies tended to be either descriptive examinations of different types of housing or studies in which housing featured as an important issue.

The issue, today, involving housing is more than just a shelter. The habitability of a

house is influenced not only by engineering standards but also by social, behavioural, cultural and other elements of the entire society-environment system. The house is the only link in a chain of factors which determines people's relative satisfaction (Onibukum, 1974). Housing being essentially non-homogenous, consisting of several attributes (space, location, quality, etc.), it is difficult for a family to maximise satisfaction if a sufficient range of choices is not available (Evans, 1973; King, 1976). Because of the importance of housing, governments often become involved to improve living standards (Corbett, 1975: 183). The extent of government intervention varies according to the political structure and wealth of each country.

## **1.2 THE SOUTH AFRICAN SCENE**

South Africa is one of the most rapidly changing societies in the world (Fair, 1990: 112). As it moves swiftly towards democratization attention is being focused on its towns and cities. The towns and cities house some 62,2 percent of the total population (Fair 1990: 114) and the rate of urban growth is high, almost in the region of 5 percent (World Bank, 1989). This has created a demand for housing and it is expected that there would be demand for 8,5 million units by the year 2020 (Dorida Management Services, 1981).

### **1.2.1 Housing during the apartheid era**

Since the 1960's the state intervened in the housing market with its Group Areas Act and created artificial shortages in availability of homes and land in certain racial areas. As a result of interventions, the state has become the single most important land-lord in the country (Smith, 1992).

At the beginning of the 1970's South Africa did not have a clearly defined housing policy. Housing was seen in numerical terms and no attempt was made to deal with the total needs of the community. The policy of "apartheid" influenced the process of urbanization and provision of homes. The state took the responsibility of providing houses for the lower income groups (predominantly non-whites) whilst houses for the middle and upper income groups were provided by the private sector. The most important factor influencing housing provision for the non-whites was the statutes designed to implement apartheid and spatial separation - statutes such as the Natives (Urban areas) Act of 1923 and the Group Areas Act of 1950 (Boaden, 1978; Morris, 1981). These acts dislocated people from their affordable houses to sterile public sector dwellings in the urban periphery (Chatsworth, Phoenix, Umlazi, Chesterville, Kwa Mashu, Wentworth, Newlands) (Maharaj, 1986: 11).

The provision of public housing could not match the rate of urbanization and caused squatter settlements to spring up in urban areas throughout the country. Squatting is becoming the "dominant form of urban settlement" in third world countries today. Squatter settlements represent about 33 percent of the urban population in South Africa today. An estimated 9 percent of all households (780 000 households) live under traditional, informal/insecure tenure arrangements. An estimated 18 percent (1,5 million households or 7,4 million people) are forced to live in squatter settlements (Department of Housing: Annual report, 1984: 11 ). The state for years attempted to destroy squatter settlements (eg. Crossroads ; Alexander) and this resulted in tension and discord between the inhabitants and the state. Hence, rather than uprooting squatter settlements, attempts should be made to upgrade them by providing the occupants with secure tenure, basic

services as well as access to credit. Charles Abrams, who observed squatters in every continent wrote that "when tenure seems secure, the foundations are made firmer" (Charles Abrams, 1965: 53).

### **1.2.2 Housing during the transitional period**

On the recommendations of the Rickert report in 1978 and the Viljoen report in 1982, the government made major changes in its housing policy - one being the acceptance of self-help schemes. The future role of the government would be the provision of services and infrastructure and housing would only be provided to the low income groups (especially Blacks). The provision of housing to the Indians, Coloureds, and Whites became an "own affair" under the House of Delegates (HOD), House of Representatives (HOR) and the House of Assembly (HOA) respectively. This resulted in far superior quality of houses for some race groups as compared to Blacks.

### **1.2.3 Housing during the post-apartheid era**

With effect from 01/04/94 the government converted own affairs (Act no. 110 of 1983) into general affairs. Under Section 98 A of the Constitution of South Africa, 1983 (Act no. 110 of 1983), the administration of the statutes of the HOA, HOD, and HOR were assigned to the Minister of National Housing by proclamation R 41 of 1994. According to the White Paper on Housing, all housing policy and strategy will be undertaken by the Department of the Reconstruction and Development Programme (RDP).

In this context, as South Africa moves into the post apartheid era, it becomes imperative that quality of life studies be undertaken. The ultimate aim is to evaluate people's

satisfaction with their dwelling and neighbourhood and assess their quality of life. The results obtained will be beneficial to policy makers and town planners to act accordingly to improve the dwelling and neighbourhood environments.

In the light of the above, the main aim of this study is to investigate the quality of life of residents in Briardale, one of the residential areas in Newlands West. The area consists of formal housing. Formal housing is characterized into two sectors: private and public. The private dwellings were constructed by property developers (Amalgamated Construction and Bester Homes) and made of block/brick and tiles. The public sector dwellings are constructed of hollow blocks and asbestos. These are mostly of the "flats and duplex type" with eight families living in each block. The private sector is made of individual homes and duplexes.

In this study residential satisfaction is considered an important aspect for assessing the quality of life. An attempt is also made to evaluate the resident's satisfaction with their immediate living environment. The resident's personal assessment of neighbourhood solidarity and interaction will be determined. The suggestions by the residents to improve their quality of life will be analysed and it is hoped that this study will formulate suggestions and recommendations which could be used to present policies to improve the quality of life of all residents.

### **1.3 INVENTORY AND CHAPTER SEQUENCE**

This dissertation is divided into six chapters. Following the introduction, an attempt is made in chapter two to formulate a conceptual framework by discussing approaches to

the study of the quality of life and also evaluating the social well-being and quality of life and models of residential satisfaction. The methodology used in the investigation is explained in chapter three. The analysis of the data is reflected in chapter four. The results of the study are evaluated in chapter five. In the final chapter the recommendations and conclusions emerging from this study are presented.

#### **1.4 CONCLUSION**

This dissertation is dedicated to those responsible for improving the quality of life of all inhabitants.

Architects, planners, engineers and all other service personnel are responsible for the provision of our dwellings and the inhabitants are responsible of utilizing these services for the betterment of their lives. Winston Churchill on re-opening the House of Commons after the war in 1948 summarized the interaction of human beings and their abode as.....

*We shape our buildings,  
and afterwards our buildings shape us.*

Similarly "JS" Botshababelo on 27/10/94 on "Housing the Nation" stated.....

*Housing.....is a spiritual need which goes to  
the root of a dignified and tolerable life.  
It is at the core of a better life for all South  
Africans.*

## CHAPTER TWO

### CONCEPTUAL FRAMEWORK

#### 2.1 INTRODUCTION

In many countries throughout the western world, considerable discussion can be heard about improving the quality of life of the people. The quality of the housing environment represents one domain of life that increasingly is attracting the attention of government officials at the national and local levels and from researchers working from the perspective of the social sciences and environment professions (Marans, 1975: 43). Architects, landscape architects, and urban planners have long been interested in the housing environments and have operated on the premise that such environments are important to the well-being of individuals and society. The concern here is how can planners identify the effects of their plans and policies on resident practices and perception of their neighbourhood (Nasar and Julian, 1995: 178). Like government officials, many in the design profession have judged improvements in housing solely in terms of the dwelling size, the condition of the structure, the availability of electricity and plumbing and the presence of health, education and shopping facilities. Although these objectives are useful, the question is how well do they represent the quality of housing environments as experienced by the people who live in it.

In recent years, a number of social scientists in the U.S.A and Britain have been attempting to assess the quality of life experience of different segments of the population (Sawicki and Flynn, 1996: 165). Findings from these studies have demonstrated that the

residential environment, while being important to people, may not be as germane to the quality of life experience as many in the design profession would believe. In fact, when compared with other aspects of life such as health, work, financial well-being, the way individuals feel about their communities, their neighbourhoods, and their housing is relatively unimportant to the overall quality of life experience (Andrews and Withey, 1974; Zehner, 1974; Campbell et al., 1975). Nevertheless, when compared to other situations individuals find themselves in, these components of residential environments are more directly influenced by the action of public planners and decision makers (Marans, 1975: 43). However, it is felt that professionals in planning and architecture always promote the development of a sense of community in the residential environment (Nasar and Julian, 1995).

Housing, as an indicator of quality of life, must therefore be seen in its total socio-cultural context (Finlayson, 1975: 132). People in general, and the poor people particularly, become invisible to decision makers and housing agencies and tend to be regarded as stereotyped human beings (Grenell, 1972). "Housing", according to Blair Badcock (1994), "has grown in importance as the main form in which personal wealth is held". A home is the single most important investment an individual makes and as such expects "quality" which influences his well-being (Badcock, 1994: 280).

In the light of the above, a comparison will be made on the perception of planners and residents on the quality of residential environments. In the second section of this chapter some approaches to housing will be evaluated. In the final section the geography of social well being and quality of life will be discussed.

## **2.2 THE QUALITY OF RESIDENTIAL ENVIRONMENT - A COMPARISON OF TIME PERSPECTIVE**

Historically, architects and planners of mass housing estates have assumed that their background knowledge has adequately prepared them to judge the quality of housing and residential neighbourhoods (Nasar and Julian, 1995). Little, if any, attention was paid to the feelings of the neighbourhood's residents in making these judgements. In the light of the disastrous social consequences of urban renewal and public housing in the U.S.A. (Gans, 1962). large gaps in belief as to what constitute residential quality exists between residents on the one hand and environment designers on the other (Kaitilla, 1992). This is substantiated by the statement made by Kaitilla that in "Papua New Guinea the National Housing Corporation had constructed homes without a complete understanding of the rapidly and continuously changing desires and aspirations of individual households" (Kaitilla, 1993: 519).

In a survey of more than one thousand people in ninety-nine neighbourhoods in the Detroit area, Lansing and Marans (1976) found only partial agreements between the planners and residents in what constitutes a high-quality residential environment. Similar findings were reported for studies of residential environments in Greensboro, North Carolina (Kaiser et al., 1974) in Sydney, Australia (Troy, 1971) and in Papua New Guinea (Kaitilla, 1993).

These studies clearly demonstrate the fallibility of urban planners in judging residential quality and concomitantly, in making decisions in planning residential neighbourhoods (Marans, 1976: 45). Therefore the aim of this study is to evaluate the residents' (in

Briardale, Newlands West) degree of satisfaction or dissatisfaction with their dwelling and neighbourhood and assess their needs so that the gap between planners and residents' perception could be narrowed or eliminated. According to Rawl's theory, as quoted by Smith (1994), "everyone's basic security and subsistence rights are to be met, that is, everyone's physical integrity is to be respected and everyone is to be guaranteed a minimum level of material well-being including basic needs" (Smith, 1994: 95).

A number of problem-situations stemming from the various environments give rise to several basic needs (Knopf et al., 1973). These include the need to escape from the physical stresses of the urban environment, the need to experience nature, the need for privacy, the need for security and safety, the need for affiliation and belonging, the need for physical exercise and the need for tension release (Loo, 1986; Pacione, 1982, Marans and Rodgers, 1974).

Human needs satisfaction in a broad sense indicates how well-being is determined (Smith, 1994: 139). If needs are made central then the concern is with "the degree of needs satisfaction" to measure the quality of life. There is therefore a need for the measure of residential qualities which reflect the view of residents, and which may be applied to modern local authority housing environment (Pacione, 1984: 60). An attempt is made to identify the major components of a satisfactory residential environment in a public housing estate (Briardale) and to assess their relative importance in the measurement of residential quality.

## **2.3 APPROACHES TO HOUSING**

"Housing is essential if we want to improve people's quality of life" (Thabo Mbeki, 1994: 20). Housing the low income groups in the third world is one of the major challenges facing mankind. There are increasing consensus that one of the most crucial problems within the urban scene is the provision of housing, a basic need. Housing is the single largest user of urban land (Pitchard, 1976; Yeates and Garner, 1980; Bourne, 1981; Adams, 1984). The challenge of providing housing is particularly acute in urban areas where the population is expected to grow from a total of less than 300 million in 1950 to almost two billion by the turn of the century (Willis and Tipple, 1991: 1). The International Monetary Fund (IMF) statistics indicate that the governments of the third world countries typically spend less than 2 percent of their budget on housing and community services. Considering the urban growth rate of 3,4percent per annum (Ward, 1974) and countries allocating such low budgets to housing (Dewar, 1995: 411), the third world countries are really deepening their housing problem. Pugh (1990) states that in order to ensure that people are adequately housed, three main approaches to the provision of housing have emerged, namely:

- i. Centralized Public Sector Approach
- ii. Decentralized Self-Help Approach
- iii. Private Sector Approach

### **2.3.1 Centralized Public Sector Approach**

This approach to the provision of housing had its root in the developed countries in USA and Europe and was adopted by the third world countries to solve their housing problem

created as a result of urbanization and urban growth. According to this approach the poor must be provided with mass housing of acceptable minimum standards by the state. Mass housing by the state was cheaper because of large scale developments throughout the country. In the provision of houses for the masses the emphasis by the state was on the number of shelters provided rather than the quality of the houses. Further, little or no attention was placed on the social or physical environment of the communities that were housed (Kaitilla, 1993).

South Africa's housing policy was determined by the Group Areas Act of 1950 and this resulted in the establishment of dormitory suburbs like Charsworth, Phoenix, Newlands, Umlazi, Chesterville, Kwa Mashu and Lamontville. The housing policy focused on the provision of mass-produced dwellings, using a standardised format which often resulted in "sterile and monotonous environments" (Haarhoff .: Sunday Tribune: 05/07/80). Thus South Africa, along with most other countries in Africa, has passed through an identifiable sequence of stages since the 1950's in terms of housing policy, ranging from state-provided housing, through aided self-help, to infrastructure and management (Dewar, 1995: 411). Recently, with the government of national unity, the state's goal is to increase housing's share to 5 percent of the budget and deliver approximately one million houses by 1999 (Department of Housing Report, 1994: 17). By proclamation R 41 of 1994 the provision of housing was delegated to the Minister of National Housing and taken away from the previous own affairs of the former HOD, HOR, and HOA. It is hoped that this would eradicate the "sterile and monotonous environment of the former departments of housing into a pleasant and appealing one in the future.

### **2.3.2 De-centralized Self Help Approach**

It became apparent in the late 1960's that the majority of the third world countries could not afford the conventional housing standards of the western countries. As a result the shortage of houses escalated (Maharaj, 1986: 2). The state has been unable to meet the demands for housing among the low income groups who are totally dependent on this source for their residential needs. Thus, the inhabitants resorted to squatter settlements. At present an estimated 18 percent of the population (1,5 million households) in South Africa are forced to live in squatter settlements (Dept. of Housing, Annual Report, 1994). Turner (1967) argued that the housing policy should focus upon giving land ownership and progressive physical development and not instant complete development. Housing policy should focus on the provision of site and services enabling people to self-build their homes. Major changes in the housing policy was announced by the South African government in 1993 after considering the Viljoen Committee report (1982), namely,

- i. the future role of the government in housing provision would be limited to provision of services and infrastructure.
- ii. acceptance of self-help schemes
- iii. revise standards of low cost housing and site and service schemes.
- iv. greater involvement of the private sector in the provision of housing.

Given favourable conditions such as security of tenure, realistic standards, access to financial and technical resources and minimum bureaucratic interference, people in the low income groups can contribute substantially to the improvement and provision of their own dwellings on a self-help basis (Maharaj, 1986: 20). In this process, according to

Tobie de Vos and Mayekiso, it is important that the state, in association with organised community structures, plays a supporting role by making available a range of assistance options, varying from capacity building and technical support for the construction of their own homes, to simplifying access to building materials and affordable credit (Tobie de Vos and Mayekiso, 1996: 17). Greyling (1988) avers that the promotion of self-help offers a solution which could accelerate building programmes, reduce capital outlay and increase satisfaction among people. Self-help schemes will provide jobs and entrepreneurial opportunities in the very low income community which requires them most (Steyn, 1983: 6). Throughout the world fewer governments are building public housing and are seeking to provide assistance to the self-help housing sector (Azuela, 1989; Pugh, 1989a; 1989b; Battacharya, 1990; Keles, 1990; Potter and Salan, 1990). Minister Slovo (1994) felt that "the ingenuity of people-driven initiatives during the dark days from which we have emerged must be harnessed. The community in the new order must have a say. Their labour and skills must be harnessed and they must be helped to participate in the process of provision of housing" (Slovo, 1994: 6). Well-housed people are stable and productive. Well-housed does not mean that all families live in a predetermined and standard home. It rather refers to serviced land that they can call their own for the erection and maintenance of their own homes in terms of their own needs, choice, tastes and affordability levels (Tobie de Vos and Mayekiso, 1996: 17).

### **2.3.3. Private Sector Approach**

It has been established that in order to meet the housing crisis, the state is incapable to do so. The emphasis has now been shifted to the private sector (ie. banks, building

societies, private and national companies) to make their contribution. The state has taken the responsibility of providing homes to the low income groups and the private sector is responsible for provision of homes for the middle and higher income groups. However, argued Burgess (1982) that the state operated to protect the interests of the capitalist who were entrusted in providing homes to the middle and upper income groups. According to Burgess (1982) the main function of capitalists was to create and maintain the conditions for the accumulation of capital and deepening social stratification of labour to occur. Dewaar (1982: 7) argues that "the search for profit by the various owners of capital is tied up in the housing process". Therefore the state is "propping up the system" and not really solving the housing crisis. This private sector (capitalist) housing approach is responsible for the South African building societies being one of the fifth largest in the world (after U.S.A., U.K., West Germany and Brazil) (Dorida Management Services, 1981: 32). In the light of the above there is real danger that commercialization and market pricing of land may seriously disadvantage the urban poor. (Stren, 1990: 50). It therefore, becomes apparent that longer-term planning is of vital importance if South Africa is to avoid the rapid and continuing decline of urban life-quality. If the practice of urban planning is examined from a humanist ethic (ie. if it is judged in terms of the degree to which it contributes positively to the lives of the majority of the people) it becomes apparent that the fundamental premise and concepts upon which it is based in Southern Africa "are flawed and are contributing significantly to the poor performance of urban settlements (Dewar, 1995: 412).

#### **2.3.4. Options for a post-apartheid housing policy**

With respect to the housing approach in South Africa a number of options have been proposed. Some of them are:

- I. direct responsibility of the central government
- ii. responsibility of the housing corporations and housing utility companies (Corbett,P as cited by Smith, 1992: 262)
- iii. formation of a housing parastatal (suggested by COSATU) to increase company tax and contribute a further 3,5percent to the housing fund (Daily News 19/04/96).
- iv. with respect to self-help schemes the state needs to provide permanent security of tenure, technical assistance, provide access to building materials and make available finance at affordable rates. (Corbett, 1992: 262) .
- v state to encourage communities to commence with the process of investing in their own housing, no matter how modest they may be at the beginning (Dept. of Housing, 1994: 17).

However, the government's overall approach to the housing challenge (as approved by cabinet on 07/12/94) is aimed at mobilizing and harnessing the combined resources, efforts and initiatives of communities, the public sector and the state. It is suggested that the housing approach should encourage home ownership among the low income groups, as this would result in greater involvement in building and neighbourhood maintenance which, in turn, would manifest itself in a higher quality of life in the residential environment (Dithorsky and Van Vleit, 1984: 348).

## **2.4. THE GEOGRAPHY OF SOCIAL WELL-BEING**

Well-being can be seen as a composite feeling of satisfaction or dissatisfaction with a variety of distinct areas (domains) of human life and in determining how well people are doing (Nussbaum and Sen, 1993). For decades scholars and governments have placed their faith in the elimination of poverty as the ultimate solution to society's ills (Campbell et al., 1976: 1). It was taken for granted that well-being of the inhabitants simply meant providing the essentials of life -adequate food, housing, and other material goods. Very little emphasis was placed on measurement of issues as deriving a sense of satisfaction in one's home, an appreciation of beauty in nature, and a feeling of identification with one's community. Economists, policy makers and social scientists are still faced with this problem of measurement and assessment. They need to know the profound complexity of assessing quality of human life (Nussbaum and Sen, 1993).

Since the 1970's governments have changed from their fixation on goals which are basically economic to goals which are essentially psychological, from a concern on being well-off to a concern with a sense of well-being (Campbell, et al., 1976: 1). Recognition of the nature of this revolution is widespread among governments and scholarly communities and the measure of quality of life goes beyond the economic ones. It has grasped the social scientists to use objective and subjective indicators to measure well-being. The study of social problems and measurements of social phenomena at a specific time and place became known as the "Geography of Social-Well-Being". It refers to the extent to which the common needs of individuals or society are satisfied (Smith, 1994).

#### **2.4.1. Approaches to evaluate social well-being**

Quality of life and well-being are multidimensional concepts which display considerable divergence in approach (Baldwin, et al., 1994). The conventional approach used by geographers relied on economic indicators such as the measurement of socio-economic levels. Traditional indicators of well-being such as per capita incomes, unemployment rates and the cost of living indices are being increasingly considered as inadequate in accounting fully for level of living or quality of life characteristics. Most of the social scientists and economists agree that the G.N.P. per capita "is a crude and incomplete measure of quality of life" (Nussbaum and Sen, 1993). Lately much of the research effort concerned with social issues has appeared under the headings of quality of life or social indicators research. The methodical development of social indicators and interest in the quality of life grew remarkably in the U.S.A. during the later years of the 1960's (eg. Bauer, 1966; Gross, 1966; Sheldon and Moore, 1968; Duncan, 1969; Wilson, 1969; Smith, 1973; Tunstall, 1974). This research had its parallel in Britain (Moser, 1970; Shonfield and Shaw, 1972). The 1970's witnessed an international flood of papers, reports and books on social indicators by sociologists, political scientists, psychologists, and economists (Wilcox, et al., 1972; Allardt, 1973; Van Dusen, 1974; Fox, 1974; Drewnowski, 1974; Andrews and Withey, 1972; Campbell, et al., 1976) as well as by geographers (Coates and Rowstron, 1971; Alburn, 1972; Smith, 1972; 1973; 1974; 1977; 1979; Knox, 1975; 1976). Thus the development of ideas and concepts that form the foundation to the study of social well-being or the quality of life, have emerged from these studies.

#### **2.4.1.1. The Welfare Approach**

The basis of the welfare approach concerns two basic concepts, viz.; meeting basic needs to some minimum level and equitable distribution of resources (Smith, 1994). The welfare approach studies evaluated how the political, economic and social policies of the state contributed to the quality of life (Smith, 1977). This has been emphasized by Ben Chieh Lui (1975) who stated that the quality of life output may be taken as a positive function and association of social, economic, political and environmental outputs (Kuz, 1978: 407). Studies in quality of life have progressed from the mere pedagogic definition of quality of life (Dalky and Rouke, 1973) to the identification of the major components of the concept (Mukerjee, 1989; Erikson, 1993).

Erikson (1993: 68) listed nine components or constituents of well-being. The different functions of the person will make up these constituent elements (Table 2.1) which are inter-related and provide a basis for the evaluation of well-being.

## **Table 2.1 COMPONENTS OF WELL-BEING**

**(Erikson, 1993: 68)**

- i. Health and access to health care
- ii. Employment and working conditions
- iii. Economic resources
- iv. Education and skills
- v. Family and social integration
- vi. Housing
- vii. Security of life and property
- viii. Recreation and culture
- ix. Political resources

According to Sen (1993: 39) the evaluation of a person's well-being has to take the form of these constituent elements. These components or lists of life concerns have been compiled and utilized by many researchers (Cantril, 1967; Moser, 1970; Smith, 1973; Drewnowski, 1974; Bunge, 1975; Pacione, 1980). However, Pacione feels that these life concerns are relevant to the individual's personal life. The sum total of these life concerns adds up to the quality of life, and that the weight attached to these components vary from person to person (Cantril, 1965; Andrews and Withey, 1976). Therefore, the social indicators approach evolved which stressed both the objective and subjective indicators as a mechanism to measure social conditions in time and place (Knox and McLaren, 1978; Andrews and Withey, 1976; Allardt, 1978; Smith, 1977). Therefore, Erikson insists "that any adequate measure of life quality must be a plural measure,

recognising a number of distinct components that are irreducible to one another" (Erikson, 1993).

#### **2.4.1.2. Social Indicators Approach**

The measurement of well-being or life quality attracted attention in the 1960's. Early writers regarded material prosperity and economic growth as the be-all and end-all of life. The adequacy of such measures was challenged. Calls for more social contact to systems of national accounting generated what became known as the "social indicators approach" (Smith, 1994: 141). The social indicators approach evolved in response to assess and monitor the well being of people. Researchers are of the opinion that this measure is a good yardstick to measure social condition in time and place. Smith (1973) suggested that ...

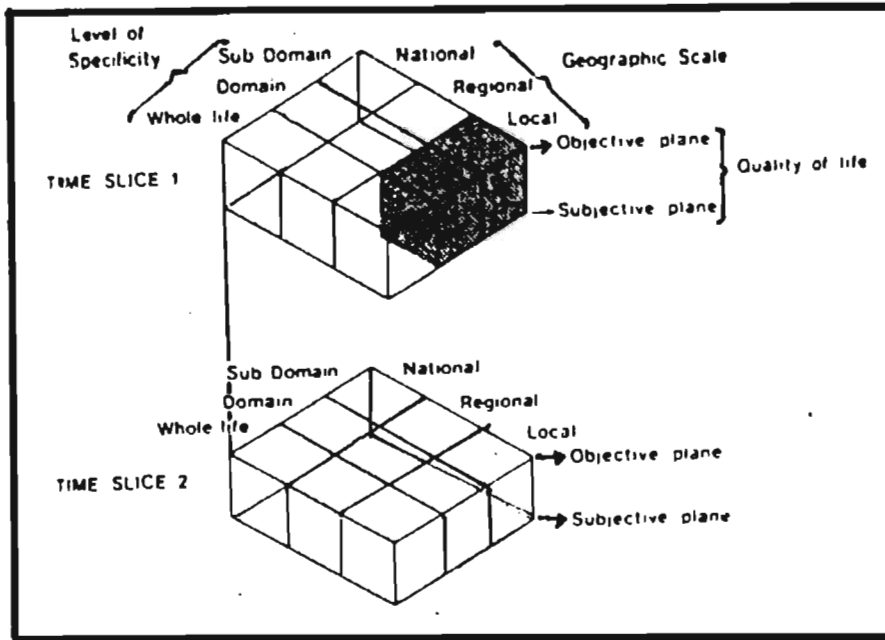
*social indicators should ideally measure the state of and changes over time in major aspects or dimensions of social conditions that can be judged normatively as part of a comprehensive and inter-related set of such measures imbedded in a social model and their compilation and use should be related to public policy goals. (Pacione, 1982: 496)*

For geographers these definitions omitted any mention of the areal scale of reference and they felt that they were entirely non-spatial in their context (Springer, 1970). Only since the entry of geographers into this field has the spatial dimension been added to the consideration of social conditions against time (Friedmann, 1992). Just as the quality of individual life can be assessed at various levels (sub-domain; domain; and global) so society can be assessed at different geographic scales ranging from the individual through

the group or local scale to city, regional, national and international levels. (Figure 2.1)

**Fig. 2.1 : A four-dimensional structure for quality of life investigations.**

Source: Pacione (1982: 497)



According to Robinson (1973) whatever scale of investigation is chosen the correlations do not necessarily reflect the concerns of all individuals within the area. Schneider (1975) suggests that a smaller unit providing for a more homogeneous population group might produce the expected correlation, hence the study of a small unit, Briardale, within a larger geographic unit of Newlands West of a larger unit of the Durban metropolitan area. Researchers (Smith, 1973; 1994; and Schneider, 1975) agree that the spatial perspective, in addition to the other two dimensions (objective and subjective) can provide a valuable complement to quality of life research. "Human beings have no

choice but to occupy space, a place. The nature of this place, its position on the opportunities generated by the human geographics, has a vital bearing on the quality of people's lives" (Smith, 1994: 151).

There is growing acceptance among policy makers that two distinct types of social indicators are appropriate for measuring societal and individual well-being (Sheill, et al., 1994: 110). The first comprise objective indicators, hard measures describing the environment in which people live and work, and the second comprise subjective indicators intended to describe the various ways people perceive and evaluate conditions around them (Knox and McLaren. 1978; McLaren, 1981; Andrews and Withey, 1976).

Objective indicators were generally defined as counts of various phenomena such as the environment in which people live and work, ie. health, education, crime, leisure, housing, transport, marital status, and administration of justice (Liu, 1976.) Subjective indicators were generally defined as being based on direct reports on people's perception and evaluation of conditions around them, ie. happiness, contentment, recreational service, and psychological well-being of people who are part of the community (Knox and McLaren, 1978; Dale, 1980; Nasar and Julian, 1995). The need to understand how social conditions are perceived and evaluated has also been argued by Andrews and Withey (1972) and Campbell and Converse (1972) who point out that it is the people's perception of their well-being or lack of well-being that ultimately defines the quality of life (Pacione, 1982: 503).

### 2.4.1.3. The Behavioural Approach

The behavioural approach focusses on the individual's perception of his/her environment and state of well-being. Abrams (1973: 36) concludes that the more one considers the concept of well-being...

*the way forward lies not in aiding more measures of conventional hard statistics, but rather in supplementing the existing ones by adding a new dimension to the definition of quality of life - a dimension of satisfaction (happiness, contentment, psychological well-being, etc.) felt by those who constitute the community and are the final consumers of society's output of goods and bads and therefore, the best judges of society's performances. (Pacione, 1982: 503)*

The rationale behind the initial attempts to develop subjective social indicators was based on the belief that emotions generated by aspects of individuals' lives are significant realities (Moodley, 1988: 18). However, some researchers (Campbell, et al., 1976; Knox, 1976; Pacione, 1982) believe that subjective indicators serve as a useful and necessary supplement to objective measures. Betham (1983) argues that subjective indicators are prone to errors as a result of individual interpretation of subjective indicators, in that recent but unimportant events or immediate circumstances may influence respondents, or questions may be interpreted differently by different people with differing meanings placed on the word satisfaction (Sheill, et al., 1994: 105). It is quite obvious, therefore, that severe criticism has been directed at measurement problems with subjective indicators (Pacione, 1982). Social scientists ( Campbell and Converse, 1972; Abrams, 1973; Andrew and Withey, 1974) are of the opinion that both objective and subjective indicators are prone to measurement errors. However, both these approaches bear directly on the relevance and usefulness of quality of life investigations

to policy and decision-making (Pacione, 1982: 509).

## **2.5. THE GEOGRAPHY OF QUALITY OF LIFE**

"Quality of life" has become the latest catchphrase to decorate newspaper headlines and to enhance the impact of political debate" (Kind, 1994: 63). It's a term now even used by politicians to win the favour of the inhabitants. Concern about the quality of life is by no means new, and such concern is not monopoly of the social scientists. However, recent developments in the field of economics and social policy, coupled with changes in the policy environments, have intensified the interest of social scientists in particular aspects of quality of life (Baldwin, et al., 1994: 1). Quality of life is a concept which has grown out of our ability to see further than the mere equation of well-being with materialistic welfare and which heralds a change in our attitudes towards the conditions of human existence and development (Human and Smedley, 1979: 69). Quality of life is an entity composed of many different realities. In fact it is the interaction of multiple factors which contributes to the overall perception of quality of life (Greenberg, et al., 1994: 84). An aspect of quality of life as suggested by the Canadian philosopher, Storrs Mc.Call (1975: 132) that quality of life applies not to your life or mine, but to "life in a certain society" or "life in a certain region on the earth's surface". This is not aggregated happiness, but rather the degree to which "necessary conditions for happiness" in a given society or region "have been attained" (Mc.Call, 1975: 235).

Quality of life is more comprehensive for it includes public goods, satisfaction for group projects, connections with the past and future, connections we all know and care about

(Helburn, 1982; 445). It, therefore, refers to either the conditions of the environment in which people live (eg. air pollution, poor housing, etc.) (Pacione, 1987: 495) or to some attribute of the people themselves (eg. health-related aspects of life which are capable of being modified) (Kind, 1994: 63).

Not surprisingly, as a concept, quality of life is difficult to evaluate and most attempts at deriving indices have employed a variety of environmental, cultural, social and economic variables (Perry, 1993: 355). However, in order to assess the quality of life, scholars have called for both types of indicators (subjective and objective) to measure well-being. However, few substantial empirical attempts have been made to combine the two approaches (Schnider, 1975; Campbell, et al., 1976; Stipak, 1977; McLaren, 1981). It has been acknowledged by Andrews and Withey, 1976 and Liu, 1976 that the specifications of life concerns and the determination of how reactions to them may be combined to predict people's sense of overall life quality must take place within the framework of the conceptual model. Several structural models have been proposed to explain how individuals combine the diverse domain satisfactions into a general feeling of well-being.

### **2.5.1 Quality of life models**

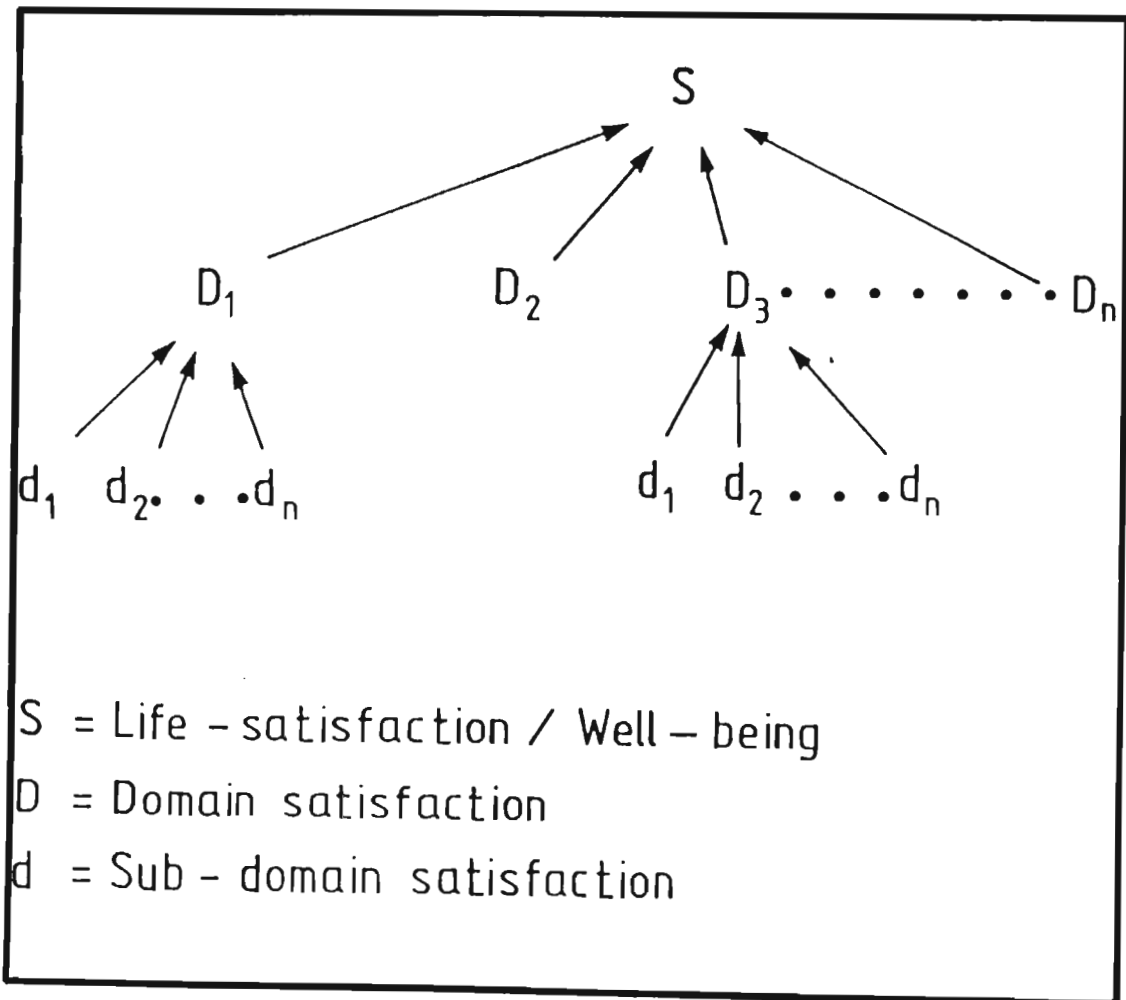
Numerous models have been formulated to represent and explain the method by which quality of life can be assessed. A common theme amongst the models is the emphasis on domain satisfaction and neighbourhood satisfaction. The different variables (objective and subjective) which interact within these domains have a bearing on the overall

perception an individual has on his quality of life. A summary of the applicable models is discussed below.

### 2.5.1.1 Mc. Kennel's Model of Satisfaction

This model states that satisfaction with life in general is a weighted sum of satisfactions with different domains or aspects of life (eg. job satisfaction) and that these domain satisfactions are the weighted sum of satisfiers or dissatisfiers (fig. 2.2).

**Fig. 2.2 Mc. Kennel's satisfaction model**  
Source: Pacione (1982; 505)

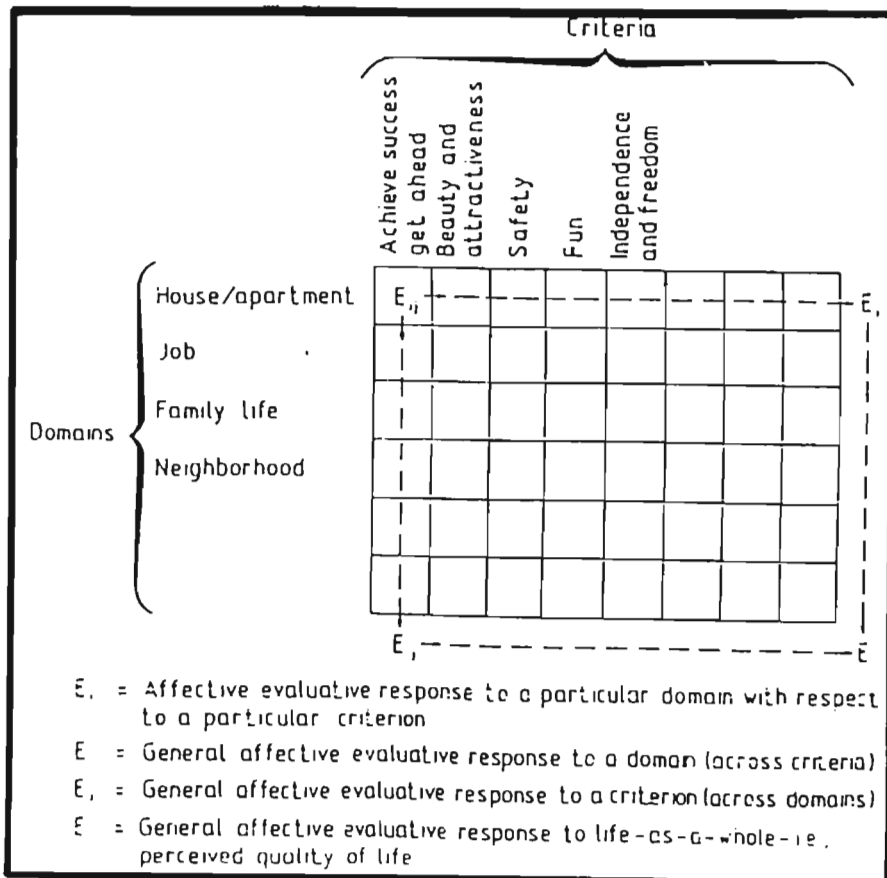


Quality of life according to Pacione (1982) can be assessed at different levels (Sub-domain, domain and global). Similarly society can be assessed at different levels from individual, group, local, regional or national to international (fig. 2.1).

### 2.5.1.2 Andrew's and Withey's model of satisfaction

The Andrew and Withey's model indicates how people evaluated and felt about various domains in their life, such as home, jobs, family life and neighbourhood. Each domain was evaluated in terms of certain criteria, eg. privacy, comfort, security, fun, independence and freedom (Surajpaul, 1993: 24). The domains and criteria were combined in a two dimensional matrix with the combined measures termed "affective evaluation" (fig. 2.3).

fig. 2.3 Andrew's and Withey's model of satisfaction  
Source: Pacione (1982: 505)

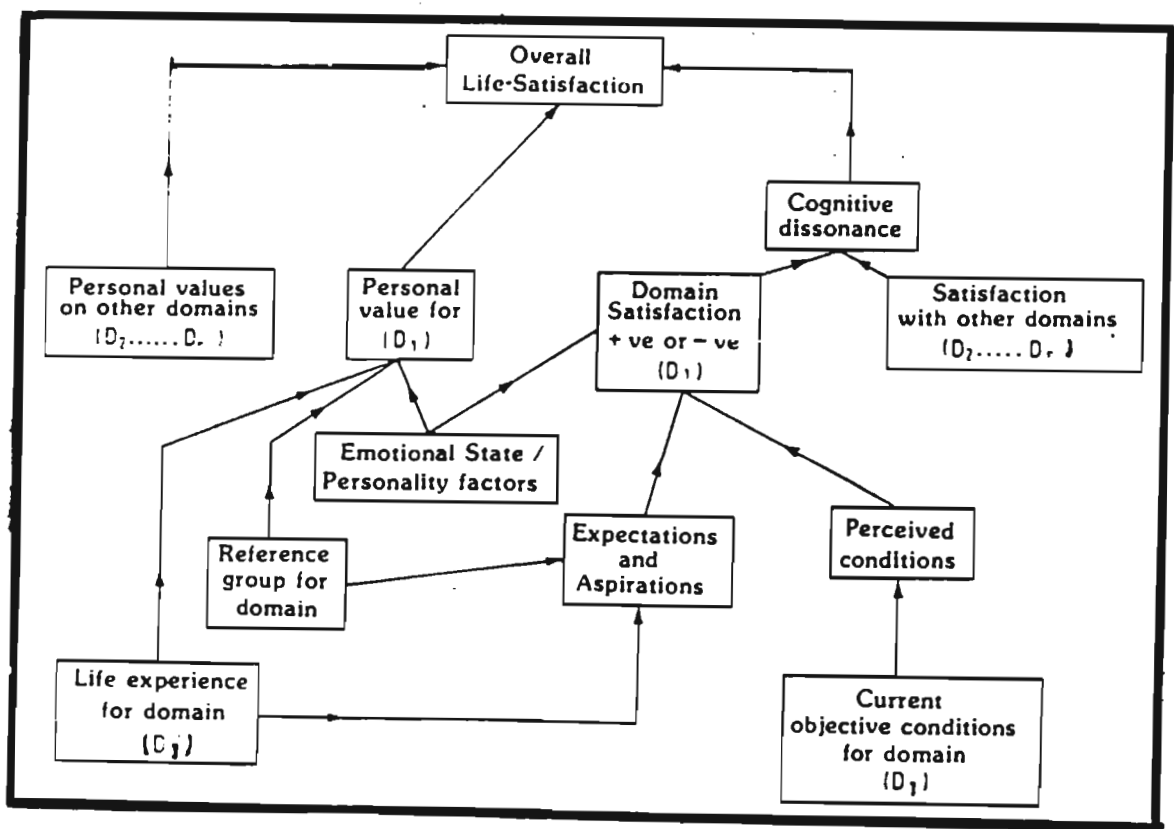


The use of the term "affective" reflects the researcher's hypothesis that the assessment of quality of life involves some degree of positive and/or negative feelings and cognitive evaluations (Carley, 1981: 39; Moodley, 1988: 29).

### 2.5.1.3 Knox's and Mac Laran's generic model of perceived well-being

In this model the inputs to an individual's domain satisfaction comprised life-experience, personal history and current objective conditions (fig. 2.4).

**Fig. 2.4 Knox's and McLaran's Generic Model of Perceived Well-Being**  
 Source: Knox and McLaran (1978:240)



These inputs were converted into a mental image of reality and then measured against an individual's expectation an aspiration. These perceived feelings represented positive or negative domain expectations. The domain satisfaction (ie. his personal feelings and values on other domains and his satisfaction with other domains) has a direct influence and contribution to the overall life-satisfaction of an individual (Knox and Mc.Laran, 1978)

#### **2.5.1.4 Morris and Winter's Model of Residential Satisfaction**

According to this model levels of satisfaction resulted from the presence of housing or neighbourhood deficits. This emerged from a combination of demographic and socio-economic characteristics and normative housing deficits. The demographic and socio-economic characteristics were education, income, family structure and stage of family life cycle. The normative housing deficits were tenure, structural type, space, quality and expenditure, and neighbourhood. Researchers felt that "neighbourhood satisfaction, in turn, is the strongest influence on housing satisfaction" (Morris and Winter, 1978: 158).

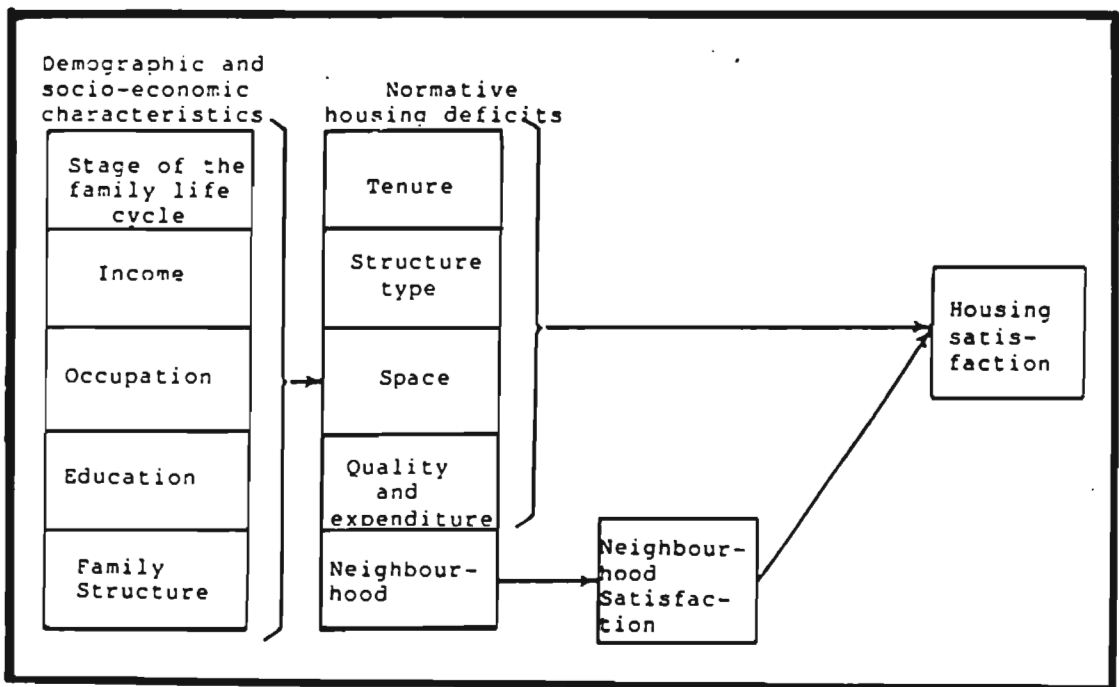
#### **2.5.1.5 Galster's and Hesser's Model of Residential Satisfaction**

According to Galster and Hesser's model residential satisfaction is developed wherein compositional characteristics of households and the context of the dwelling and neighbourhood in which they live influences various dimensions of satisfaction. This model is based on the conceptual foundation that if an individual is given a set of felt needs and aspirations, he evaluates his current housing situation with regard to both

dwelling unit and neighbourhood (Galster and Hesser, 1981: 737). Further, the needs and aspirations perceived by a given individual are a complex of both individual characteristics and cultural norms impinging upon him. Therefore this model is specific, wherein, objective characteristics of residents, their dwelling, and their neighbourhoods are seen as influencing their overall satisfaction.

**Fig. 2.5 Casual Model of Residential Satisfaction**

**Source: Morris and Winter (1978)**



### **2.5.1.6 Summary of Quality of Life Models**

In the models discussed above, both objective and subjective criteria are used to identify the influence of deficits within domains of satisfaction and assess the quality of life. It is obvious from these models that society may be assessed at different scales such as individual, group or local. Analysis is based on the compositional characteristics of individuals and the contextual characteristics of the dwelling and neighbourhood with their individual and combined effects on satisfaction and eventually the quality of life.

## **2.6 SUMMARY OF CONCEPTUAL FRAMEWORK**

Throughout the western world considerable discussion can be heard about improving the quality of life of people. This chapter has discussed the development in thinking of life quality from the early 70's to the present. A number of quality of life domains has been discussed ranging from the dwelling domain through the neighbourhood domain to the social domain.

A comparison on the perception of planners and residents on the quality of the residential environments was discussed. The different approaches to housing in the third world have also been discussed, with special emphasis on South Africa's housing policy since the 1950's. Some options are proposed with respect to the housing approach in South Africa in the post-apartheid era.

In the second part of this chapter the different approaches to evaluate social well-being were discussed. These included the welfare approach and the social indicators approach.

This has progressed to the definition of the geography of quality of life and substantiated by a few theoretical models of some of the researchers in this field. (Some of the models included are: Mc. Kennel's satisfaction model, Andrew's and Withey's model of satisfaction, Knox and Mc. Laran's generic model of perceived well-being, Morris and Winter's model of residential satisfaction and Galster and Hesser's model of residential satisfaction.) In these models, both objective and subjective criteria are used to identify the influence of deficits within domains of satisfaction and assess the quality of life.

The objective variables included both the compositional and contextual factors and the subjective variables included factors such as tenure, housing, health, welfare, community infrastructure, community interaction and involvement and political influences. Finally, a proposed model to determine the quality of life in Briardale, Newlands West is included.

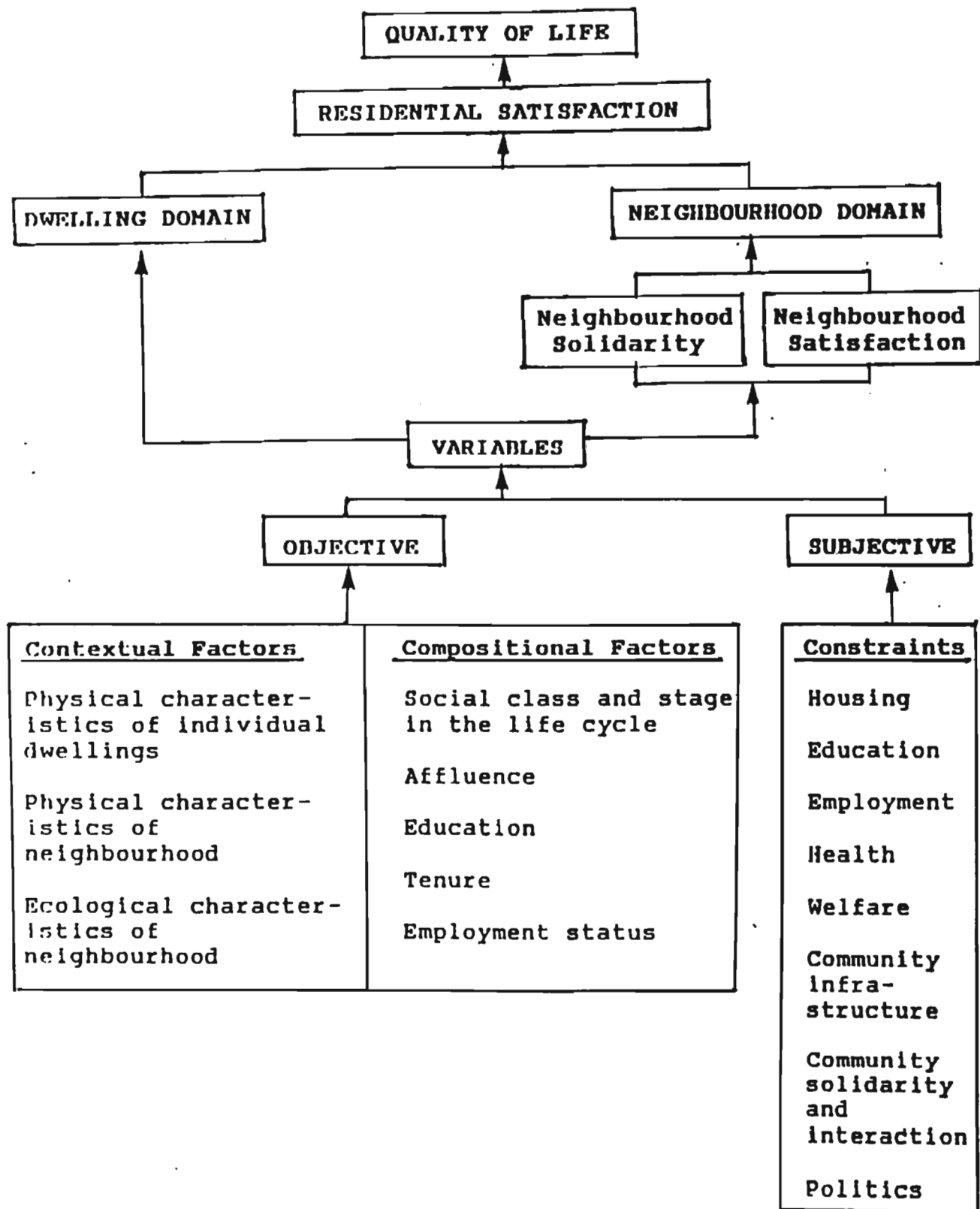
## **2.7 CONCLUSION**

According to Carley (1991) a model "is a set of schematic plans showing what something is or how something should be developed" and they should serve as idealized representations aiding in understanding reality and a source of working hypotheses for any research. The present model (fig. 2.6), illustrating the variables influencing residential satisfaction was developed to serve as a conceptual framework for analysing and assessing the residents' perception of their well-being in Briardale, Newlands West.

The variables are both objective and subjective. The objective variables comprise both

the contextual factors (ie. physical characteristics of individual dwellings, physical and ecological characteristics of the neighbourhood) and compositional factors (ie. social class and stage in life cycle, affluence, education, tenure and employment status). The subjective constraints are tenure, housing, health, welfare, community infrastructure, community interaction and involvement, and political influences. The aggregate of the variables mentioned above has determined the nature of the dwelling and neighbourhood domain which ultimately have a bearing on residential satisfaction and the quality of life. Therefore, a variety of characteristics, ranging from environmental, cultural, social and economic, interact to evaluate the quality of life and well-being of people (Perry, 1993: 355).

Fig. 2.6 VARIABLES INFLUENCING RESIDENTIAL SATISFACTION: A SIMPLIFIED MODEL



## CHAPTER THREE

### METHODOLOGY

#### 3.1 INTRODUCTION

Methodology is the strategy and technique by means of which data are collected and analysed. This section is a blueprint for research activity and it specifies the methodology involved in this research investigation. The common view of research is that objectivity and neutrality should form the basis of any research. The subjective view or influence of the researcher must be eliminated. This technical process is used by researchers to reveal or discover knowledge (Black and Champion, 1976: 110).

This study aims at the individual's perception of whether or not particular spatial patterns will properly accommodate his personal characteristics, values and style of life within the context of public housing. The framework of studying residential satisfaction is based on the relationship between certain physical features of the environment and residential satisfaction and conceptions of their ideal environment. Therefore, responses were sought to two major physical dimensions of the environment: dwelling satisfaction and neighbourhood satisfaction (Kaitilla, 1993). This discussion follows the findings of Michelson (1966) and Morris and Moge (1965) that "one may distinguish satisfactions centring on the house from those centring on the neighbours and residential community." (Kaitilla, 1993: 514).

In this chapter the methodology adopted to study the quality of life is explained. This study places great emphasis on the individual's perception (subjective indicators) to measure his quality of life. With respect to the objective indicators, the individual had to express his degree of satisfaction or dissatisfaction to the variables presented. Both objective and subjective indicators provide adequate insight into the housing and neighbourhood conditions as experienced by residents (Smith, 1979; Erikson, 1993; Shiell, *et. al.*, 1994).

### **3.2 THE USE OF THEORY IN RESEARCH**

Theory is an integral part of the research process. It is used throughout the research process from the selection of the research problem to the methods of investigation, data collection and to the data analysis and evaluation. Initially, theory is used to provide a focus in conducting an investigation and is of great assistance to the researcher in formulating and reformulating problems in the research (Burgess, 1982).

### **3.3 PERCEPTION AND ENVIRONMENTAL PERCEPTION**

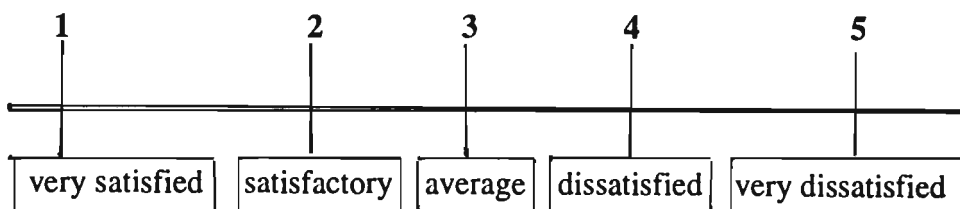
Perception is the most fundamental mechanism linking man to his environment. Environment is the aggregate of the surrounding objects, conditions and influences that affect the lives and habits of people. This definition includes all activities that influence people, i.e. social, economic aspects and the immediate living surroundings of the people (Classen, 1996: 57). Objective and subjective factors influence man's decisions and actions concerning the environment. His understanding of the environment, his actions and behaviour shape the environment according to his environmental perception. This involves both cognitive and sensory perceptions. The technique in this study of

environmental perception is based on three methods, namely, observing, interviewing, and questioning and listening. Therefore, both qualitative and quantitative techniques are adopted.

### 3.4 MEASUREMENT TECHNIQUES

The most common methods of measuring satisfaction are ranking and rating exercises. In this research the respondent indicates his best response at one end of the scale to the worst response at the other end. The respondent locates his situation along a continuum between complete satisfaction and dissatisfaction (Herbert and Johnston, 1978). The present study focussed on perceptions of various domains of the living environment of residents. The domains used were considered to be aspects of life that are of central importance in the everyday life situation of people. The complete ranges of life concerns were measured on a simple five point scale (fig. 3.1).

**Fig. 3.1 Five-Point scale of measurement**



### 3.5 SURVEY DESIGN

Survey research has been defined simply as "gathering information about a large number of people by interviewing a few of them (Backstrom and Hursh, 1963: 3). A field survey was used in this study. The survey was conducted among 140 households in the

residential suburb of Briardale in Newlands West. Questions were addressed to the head of the households and these were designed to elicit information not only on people's priorities but also their "objective" circumstances on various domains of life (Knox and McLaran, 1978: 213). Both the objective and subjective themes of enquiry were concerned with eight life domains which relate to people's well-being in an urban environment, ie., housing, employment, education, personal security, family and neighbourhood stability, access to urban amenities and environment quality.

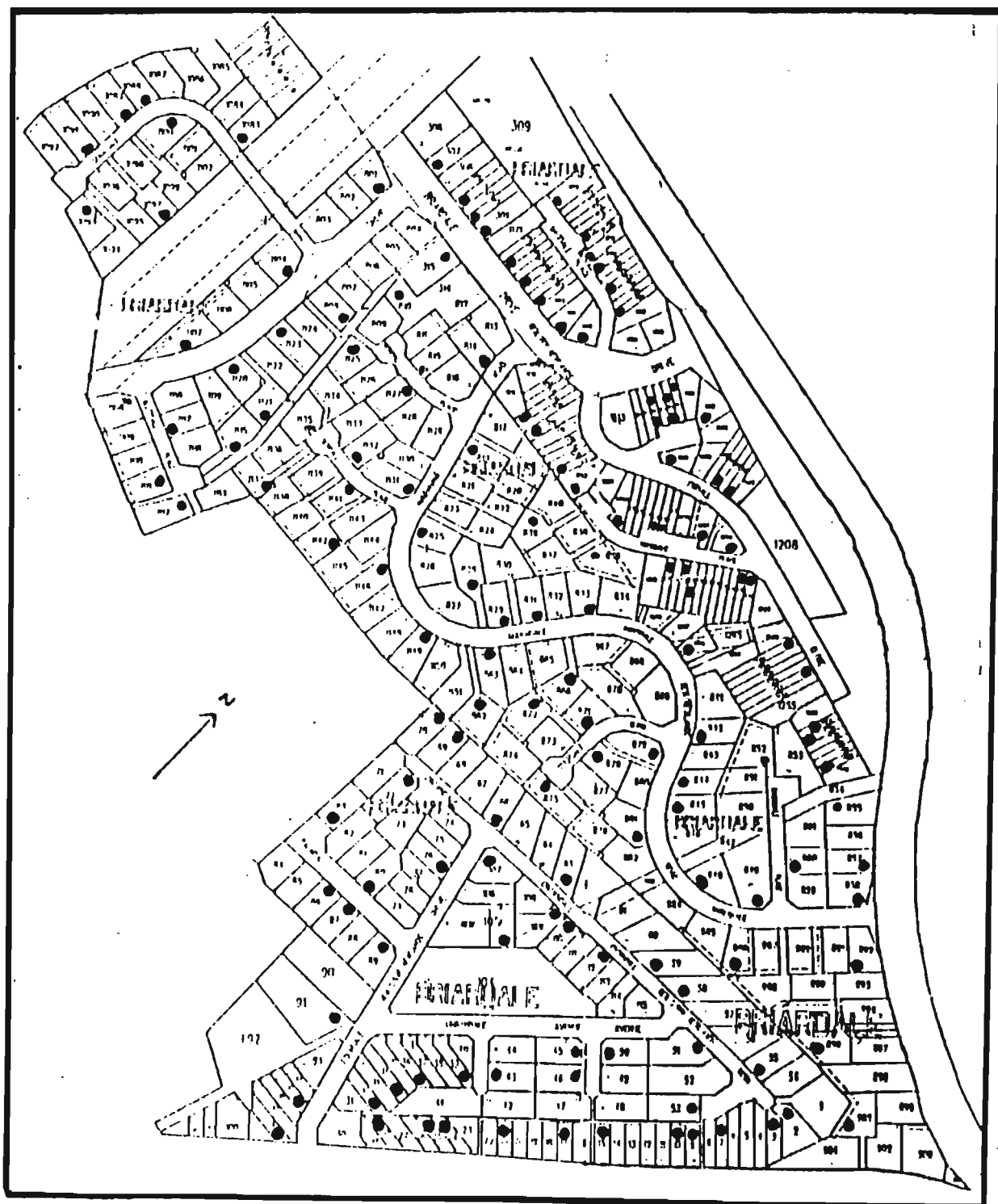
At the outset these domain situations were obtained from previous studies of well-being and quality of life and applied to this research. However, it seems that these domains represent important aspects of well-being for most people (Smith, 1973; Coates, *et. al.*, 1977; Mukerjee, 1989).

### **3.6 SAMPLING FRAME AND SAMPLING PROCEDURE**

Samples are used to obtain estimates/information where it is impractical to survey the whole population. The households in this area consisted of a stratified community. Therefore, a stratified random sampling technique was used in the survey. The population was divided into sub-sets, ie., flats, semi-detached and duplex, and single cottages. Altogether 140 heads of households were interviewed consisting 30 from the flats sector, 90 from the semi-detached and duplex units, and 20 from the single cottages. There are 1151 dwelling units in the study area. It comprises 54 flats, 15 existing dwellings, 449 service sites, 110 assisted housing and 523 private (duplex, semi-detached and single) cottages. The sample was based on a 12 percent stratified sampling by using a table of random samples. Figure 3.2 represents the units that were sampled.

This method of sampling avoids any bias in the selection of the sample and with this method "any one individual is as likely to be included as any other (Babbie, 1992).

Fig. 3.2 DISTRIBUTION OF THE SAMPLE



● SAMPLE

## **3.7 THE RESEARCH IMPERATIVE**

### **3.7.1 Aim**

This study was conceived with the idea of evaluating the quality of life (Q.O.L.) of residents in Briardale, Newlands West and essentially this becomes the aim of this study. It is based on the rationale that residential satisfaction is a good instrument for measuring and assessing the quality of life. The goal is to develop an explanatory model of residential satisfaction which could be of use to housing planners and policy makers.

### **3.7.2 Objectives**

The objectives of this research are multifold. They are indicated below as to....

- i determine the demographic and socio-economic characteristics of residents
- ii. determine the history and residential characteristics of dwellings
- iii. evaluate the effect of "affluence" of residents on their quality of life satisfactions
- iv. determine the degree of the resident's satisfaction with respect to their dwelling and neighbourhood
- v. establish the nature of neighbourhood solidarity and interaction
- vi. elicit information from residents about their personal suggestions to improve their quality of life
- vii. make recommendations and suggestions to improve the quality of life of residents in the study area
- viii. Evaluate existing theory in the light of findings of this study so that some recommendations can be furnished to future researchers and policy makers to improve the quality of life of residents in public housing estates.

### **3.7.3 Hypotheses**

In the development of this research the following hypotheses were formulated:

- I. residents are dissatisfied with their dwellings
- ii. renters are less satisfied than owners with their dwellings
- iii. There is a demand for single detached family homes
- iv. there is a demand for ownership status
- v. the residents are dissatisfied with their neighbourhood
- vi. Life-cycle and socio-economic status of residents have an influence on their degree of satisfaction
- vii. the residents are dissatisfied with their neighbourhood
- viii. majority of the services and facilities provided in the study area are inadequate
- ix. the local affairs committee is ineffective in improving the quality of life
- x. there is good solidarity and interaction among residents in the neighbourhood
- xi. few people participate in activities organised by neighbourhood/cultural organizations
- xii. life cycle and socio-economic status of residents have an influence on their degree of satisfaction.

### **3.8 DATA SOURCE**

The data collection procedure involved interviewing and questionnaire administration. In addition, information was obtained from the department of housing in the Durban Corporation and the Urban Strategy Department (Corporate Services) of the City of Durban. Further, information was obtained from the executive members of the Newlands Residents Association and the Concerned Ratepayers Association. A comprehensive literature survey was undertaken to provide a conceptual framework for this study.

### 3.9 THE STUDY AREA

Newlands West is situated 14 kilometres to the north of the city centre of Durban. Its position within the Durban Metropolitan North Central Transitional sub structure is indicated in figure 3.3. This area is 1320 hectares in extent and accommodates a population of 23238 (Urban Strategy Department, 1995).

The purpose of establishing Newlands West as a residential suburb was considered by the Durban City Council on 19 August 1966 after a detailed investigation into the housing shortfall for Indians was embodied in a report "Indian Housing Report" dated 26 May 1965 (Indian Housing Report, 1965: 12). This area was previously registered as sub 696 and 713 of Zeeokei Vallei, County of Victoria, Province of Natal. Newlands West is an unstable area and is made up of dwyika tillite and lower ecca shales. Although it was recommended by Dr. King (University of Natal) that this land was not suitable for the mass production of low cost high density housing (Hands, 1964: 6), the city council decided to develop this area into a residential suburb. This area is made up of broken terrain with soils ranging from sand to clay. More than 45percent of the land is steeper than 1 : 4 and, therefore, only a small area is used for the construction of homes.

Newlands West is made up of a number of residential suburbs, namely, Briardale, Castlehill, Hillgrove, Riverdene, and Earlsfield (figure 3.3). This area was originally designed to accommodate 2944 dwelling units. Of these, 1151 are in Briardale. The aim was to accommodate 16916 people in Newlands West in 1988 but this number has now swelled to 23238 (Durban Metropolitan Area: Population and Housing, 1995: 13). The number of units now built is 5297. Formerly open areas (earmarked for railway and other

services) have now been converted into residential use.

Although the Durban Municipality was responsible for implementing the housing scheme, it has been constrained by conditions laid down by the housing code. The National Housing Fund provided funds for the scheme and plans had to be approved by the Department of Community Development before implementation of the scheme. To make the scheme economically viable, contracts were awarded to property developers by private tender in large tracts. As a result of these only certain sections of Briardale were constructed by the Durban Municipality and the rest of Briardale and the other residential suburbs in Newlands West by private property developers.

Income was the main criteria used in the allocation of dwellings. Those who could not qualify for semi-detached and duplex dwellings were allocated subsidised rental accommodation in flats. At the time of this survey the residents in the rented dwellings were given the opportunity of purchasing their dwellings on a "sectional title" basis.



### 3.10 QUESTIONNAIRE DESIGN AND FORMAT

A standardised questionnaire, a basic essential tool in social science research was administered to obtain the necessary data. The questionnaire was designed and structured by the aims and objectives of the research. The questionnaire consisted of nine sections (Appendix 1) arranged in a systematic way to facilitate interviewing. The nine sections were:

- I. Residential History: this section of the questionnaire included the length of residence in the present dwelling; reasons for leaving the previous place of residence and reasons for occupying the present residence.
- ii. Dwelling characteristics: this aspect of the questionnaire included tenure; type of dwelling; structure of building ; and space of dwelling by type and number of rooms.
- iii. Household Data (Demographic and Social Characteristics): the items in this section elicited information on the age; sex; level of education; marital status; occupation category; occupational status and distance to work of the household head and other members of the family.
- iv. Affluence : This category was designed to determine the income,subsidies /allowances received; monthly repayment on accommodation, electricity and water; assets owned by each household; mode of transport to work and the number of vehicles owned by the family.
- v Dwelling Satisfaction: residents were asked to rate their degree of satisfaction with the dwelling characteristics; location of dwelling with respect to jobs, school, markets, entertainment and recreational facilities; public security and health care. They were also asked to state their rate of satisfaction with the quality of their dwelling.
- vi Neighbourhood Satisfaction: the interviewees had to rate their neighbourhood as a place to live; comment on the neighbourhood problems and conditions affecting them. They also had to rate their degree of satisfaction to the various services provided in the neighbourhood. They also had to state why they like/dislike Briardale and state the positive and negative factors in this area.
- vii Neighbourhood Solidarity and Interaction: this section was structured to derive the nature of the respondent's interaction with his/her neighbours and determine the closeness with their neighbours; and to determine how many of the neighbours the respondents knew personally. Response to some questions

depicted their visual assessment of their neighbourhood and to what extent they are involved in community, neighbourhood and cultural organizations.

- viii Personal views: this was an open- ended question where the respondents were requested to make suggestions on how to improve the quality of their lives with respect to housing, social interaction, the immediate living environment and public facilities.
- ix. General : the emphasis on this section was to determine if any consultation took place between the developers and the occupants of these homes.

### **3.11 INTERVIEW TECHNIQUE AND PROBLEMS ENCOUNTERED**

The survey data was collected by the researcher with the assistance of two trained fieldworkers who conducted face to face structured interviews with the head of each household. Discussions were undertaken with the field workers on every aspect of the questionnaire. The interviews were conducted in the evenings and week-ends when the household head was most likely to be at home. In cases where the household head was not available, a call back was necessary.

The fieldworkers interviewed the household head by using the questionnaire and going through the sequence of questions with the respondent having a copy for his/her reference.

In those cases where the household head was unable to read, the fieldworkers assisted in explaining the questions simply without any bias. A few problems were encountered. Approximately 8,4percent of the respondents refused to respond to our request to interview them. In this case, the head of the immediate next household was interviewed. Some respondents were reluctant to answer questions about their income and relationship with their neighbours although the confidentiality of the study was explained to them at

with their neighbours although the confidentiality of the study was explained to them at the outset.

### **3.12 CONCLUSION**

Overall, it was a pleasure interviewing the household heads. Most of the respondents were very hospitable and cooperative. They displayed enthusiasm in answering the questions since it concerned their quality of life. Thirty- three call backs were made, by prior arrangements, to suit the convenience of the respondents. It took an average of 45 minutes to complete each questionnaire.

The analysis of this research finding is contained in the next chapter.

## **CHAPTER FOUR**

### **ANALYSIS**

#### **4.1 INTRODUCTION**

It is the purpose of analysis to order the completed observations in such a manner that they yield answers to the research question. The vital research question here is the Quality of Life (Q.O.L.). The concept "Quality of Life" has been the subject of much discussion over the last few years. The term "quality" is used to emphasize some kind of "suitability" or "non-suitability" of a zone or area in which residents live (Rispoli, 1993). The perception an individual has of this zone or environment affects his well-being and quality of life. According to Nassar and Julian (1995) there are signs that the way in which the environment is being modified does not meet the requirements of our lives. This creates a feeling of "sadness" or dissatisfaction which ultimately affect our physical and emotional well-being and the quality of life (Rispoli, 1993). How people respond to these environments and patterns of living associated with them has been the subject of inquiry of this research which is interested in assessing the factors affecting the quality of people's lives. Therefore, this chapter analyses the quality of life of the residents in Briardale based on a survey conducted in the area in early 1996.

The data analysed can be classified, broadly, into the following sections: demographic and socio-economic characteristics, dwelling domain and neighbourhood domain. The final section of this chapter deals with an analysis of some of the suggestions made by the residents to improve their quality of life.

## **4.2 DEMOGRAPHIC AND SOCIO-ECONOMIC CHARACTERISTICS**

The well-being of the residents in this area forms part of the ultimate objective of this research. The people in this region are the subject of influences afflicted on them. These people are the consumers of activities and influences subjected to them and thus it is vital to analyse the demographic and socio-economic characteristics to derive a clear picture of the socio-economic trends in this area (Erasmus, 1991: 33) and to contribute to the knowledge concerning the quality of life of the residents.

The following demographic variables will be discussed: Age-Sex distribution of samples; age-sex distribution of household heads; level of education and marital status of household heads. The socio-economic variables which will be discussed are occupational status; occupation category; distance to work; monthly income; fringe benefits received; payment for accommodation, rates, electricity and water; and ownership of assets. These variables provide an insight into the degree of affluence and level of satisfaction with their dwelling and neighbourhood.

In the discussion below the different housing categories have been classified as follows:

- i. single cottages as high income group or group 1
- ii. semi-detached and duplexes as middle income group or group 2
- iii. flats as low income group or group 3

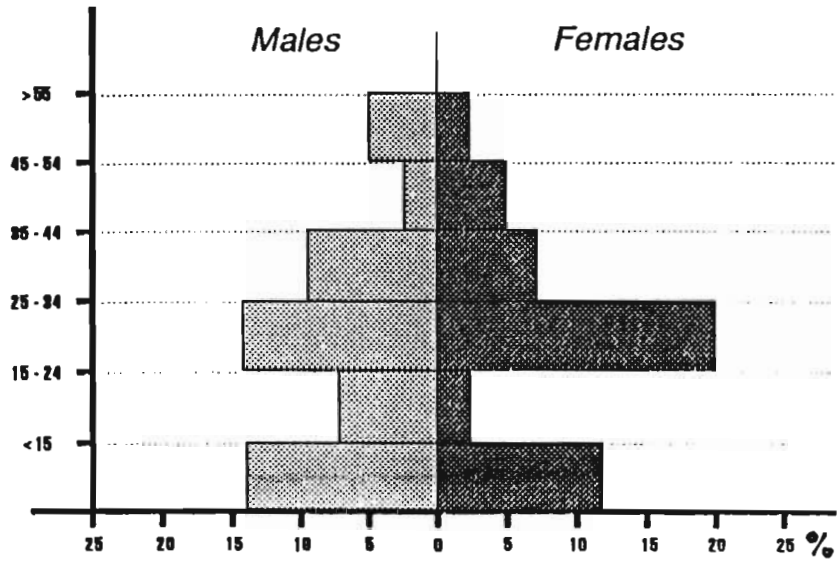
### **4.2.1 Age-Sex distribution of sample population**

An attempt was made to determine the proportion of the total sample population living in the different housing groups. The total sample population living in the single cottages,

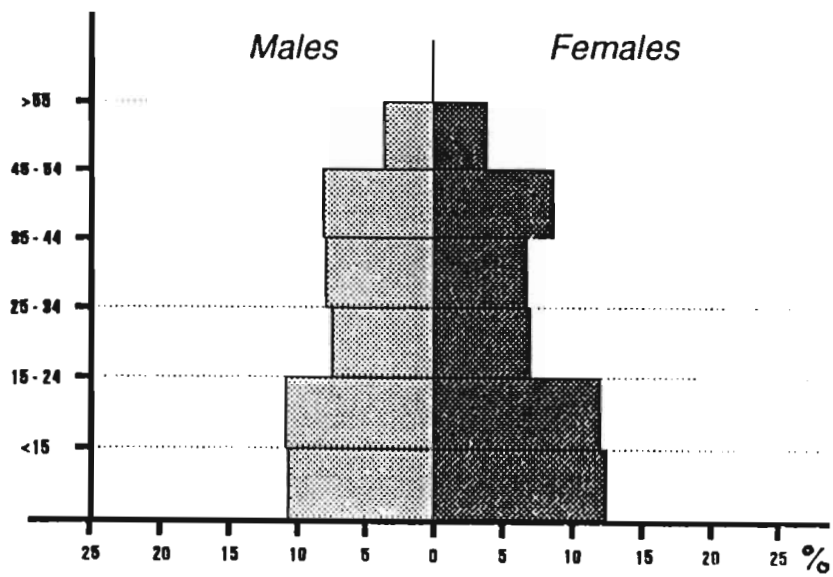
semi-detached/duplexes and the flats comprised 42, 414 and 136 persons respectively. Overall there were greater number of females (52,2%) compared to males (47,8%) (Figure 4.1). This pattern was observed in each of the different housing groups. The main feature of fig. 4.1 is that the distribution displays the characteristic of a youthful population with a greater proportion of children and young adults than older people. Young adults (under the age of 25 years) comprise between 35 percent to 40 percent of the population in all three housing groups. A trend revealed in this figure is that there is a decrease in population numbers with an increase in age. A significant observation is that there are a greater percentage of older people (over the age of 55 years) residing in the flats as compared to the other two housing categories. A possible reason for this is that the bulk of the old age group are pensioners and they are provided subsidised accommodation in the flats. Some of these flats are commonly referred to as "pensioner's quarters". Further, it was observed that there were more people in the economically active group (between 20 and 55 years) in housing sector group 1 (64,4%) as compared to the other two groups (between 48% and 56%). It has also been observed that there were more females (57%) than males (43%) in the economically active group. This pattern was similar for all three housing groups.

**Fig 4.1 Age - Sex Distribution of Sample Population**

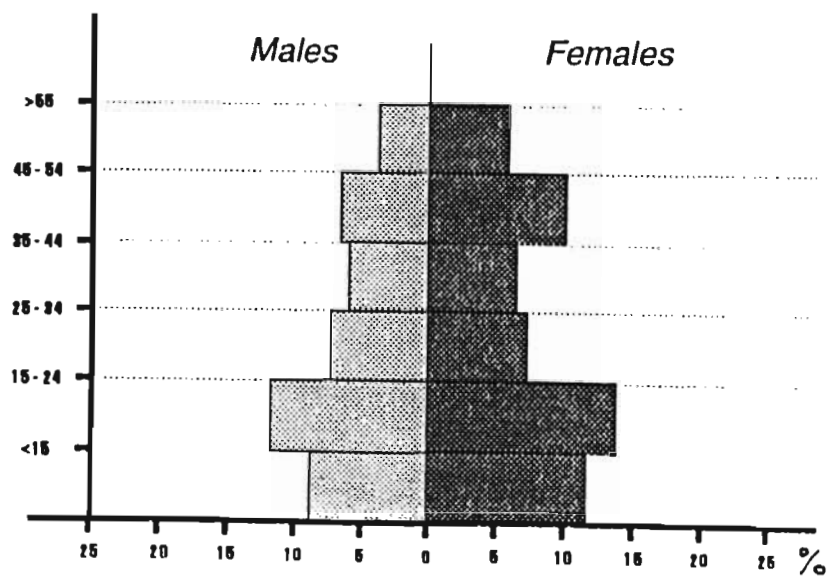
**Single Cottage**



**Semi-detached / Duplex**



**Flats**



#### 4.2.2 Age-Sex distribution of Household heads

A total of 140 heads of households were interviewed. This comprised 20 from housing group 1, 90 from group 2 and 30 from group 3. In all three categories there was a predominance of males who were heads of households. In the sample group between 60% to 80% of the heads of the households in all the housing groups were males (Table 4.1). Females, as heads of households, comprised the largest number in housing group 3 (36,7%) as compared to 12,3% in group 2 and 20% in group 1. Table 4.1 illustrates that a significant proportion of the household heads were between 35 and 55 year old (50%, 73,3% and 70,3% in groups 1,2 and 3 respectively). In the higher income group 40% of the household heads were below the age of 35 years as compared to 3,3% in the lower income group.

**Table 4.1 Age-Sex distribution of Household Heads (Percent)**

Age/yr	Group 1			Group 2			Group 3		
	M	F	T	M	F	T	M	F	T
25 - 29	20	0	20	2,2	0,0	2,2	0	3,3	3,3
30 - 34	20	0	20	6,7	1,1	7,8	0	0	0
35 - 39	10	20	30	11,1	0	11,1	3,3	0	3,3
40 - 44	10	0	10	13,3	2,3	15,6	13,3	10	23,3
45 - 49	0	0	0	18,9	3,4	22,3	13,3	6,7	20
50 - 54	10	0	10	21,1	3,3	24,4	16,7	10	26,7
55 +	10	0	10	14,4	2,2	16,6	16,7	6,7	23,4
<b>TOTAL</b>	<b>80</b>	<b>20</b>	<b>100</b>	<b>87,7</b>	<b>12,3</b>	<b>100</b>	<b>63,3</b>	<b>36,7</b>	<b>100</b>

n =20

n =90

n =30

Group 1 = single cottage

M = males

Group 2 = semi-detached/duplex

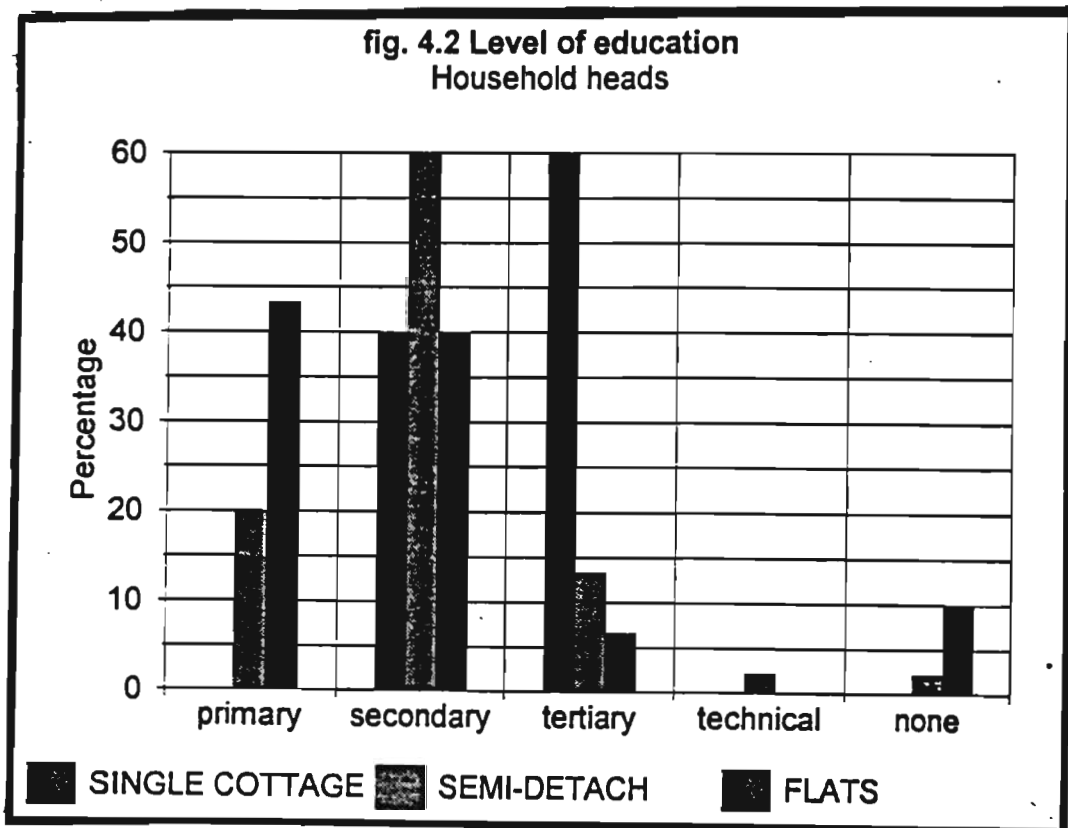
F = females

Group 3 = flats

T = total

### 4.2.3 Level of Education of Household Head

A survey of the education levels of the heads of households indicate a literacy rate of 94,4 percent. The heads in the higher and middle income groups had a 100 % literacy rate. Sixty percent of the household heads in group one had tertiary qualifications and 40 % had secondary school qualifications (fig. 4.2). In group two 20 % of the household heads had primary education, 60 % secondary and 13,3 % tertiary. The figure also indicates that very few people (6,6 %) in housing group 3 had tertiary education.



#### 4.2.4 Marital Status of Household Heads

According to table 4.2 significant proportions of the heads were married (80 %, 87,8 % and 56, 7 % for groups 1, 2 and 3 respectively). It is also noteworthy that divorced household heads accounted for a very small minority (under 10 %) in all 3 housing categories. The greatest proportion of widowed household heads (33,3 %) lived in the flats. It must be remembered that most of the widowed household heads receive a state grant and live in subsidised/aided quarters in the flat sector.

**Table 4.2 Marital Status of Household Heads (Percent)**

Status	Group 1	Group 2	Group 3
Married	80	87,8	56,7
Single	0	2,2	0
Widower	0	1,1	0
Widow	10	7,8	33,3
Divorced	10	1,1	10
<b>TOTAL</b>	100	100	100

n= 20
n= 90
n= 30

#### 4.2.5 Occupational Category of Household Heads

Approximately 12,3 percent of the household heads interviewed were professionals. There were a greater number of professionals (15,5 %) in the middle income group than the other two sectors. Almost 26,9 percent of all household heads were unemployed. This comprised 20 percent in group 1, 22 percent in group 2 and 43,3 percent in group 3 (table 4.3). It can be seen that, due to the economic climate, more than one-fifth of the

household heads living in the flats sector were unemployed. Of the total number classified as unemployed 14,8 percent were pensioners. Almost an equal proportion (10 %) of the heads from each of the housing sectors were employed in the clerical field. The largest proportion of workers classified as labourers (20 %) came from the lower income group (Group 3)

**Table 4.3 Occupational category of Household Heads (Percent)**

Occupation	Group 1	Group 2	Group 3
Professional	10	15,5	3,3
Technical	20	8,8	3,3
Administrative	20	17,8	6,6
Clerical/Sales	10	10,0	9,9
Service/sports/rec.	10	13,3	3,3
Craftsmen/Artisan	10	5,6	9,9
Labourer	0	3,3	20,0
Transport	0	3,3	0
Unemployed	20	22,4	43,7
<b>TOTAL</b>	100	100	100

n= 20

n= 90

n= 30

#### **4.2.6 Occupational category of other members of the Household**

It can be inferred from table 4.4 that between 25 percent to 40 percent of the other members of the household are scholars. There are no professionals living in housing sector 3 whereas a large percentage of professionals in the working group belong to the higher income group. The bulk of the people are employed in the administrative, clerical

and the service fields (19,7 %). More than one third of the other members in the sample population are unemployed (35,7 %). It must be remembered that the group that is classified as unemployed comprise housewives (12,3 %) and pensioners (11,3 %).

**Table 4.4 Occupational category of other members of the Household (Percent)**

<b>Occupation Category</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>Professional</b>	<b>12,5</b>	<b>3,9</b>	<b>0</b>
<b>Technical</b>	<b>0</b>	<b>3</b>	<b>2,8</b>
<b>Administrative</b>	<b>9,4</b>	<b>6,1</b>	<b>4,8</b>
<b>Clerical/sales</b>	<b>3,1</b>	<b>7</b>	<b>11,3</b>
<b>Service/sports</b>	<b>6,2</b>	<b>4,5</b>	<b>4,7</b>
<b>Craftsman/artisan</b>	<b>3,1</b>	<b>2,5</b>	<b>4,7</b>
<b>Labourer</b>	<b>0</b>	<b>3,1</b>	<b>7,5</b>
<b>Transport</b>	<b>0</b>	<b>1,1</b>	<b>0</b>
<b>Unemployed</b>	<b>28,1</b>	<b>32,2</b>	<b>39,6</b>
<b>Students</b>	<b>37,6</b>	<b>36,6</b>	<b>24,6</b>
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>

**n= 42**

**n= 324**

**n= 106**

#### **4.2.7 Occupational Status of Household Heads**

A very small percentage of the household heads were self employed (2,3 %). The remainder of those employed were working in either the government services, municipality or private companies. Majority of the household heads (40,2 %) were working in private companies (table 4.5). The distribution of workers in the other sectors were: municipality (7,7 %), government services (23,8 %), and family concerns (0,7 %).

Approximately 20,7 % of the household heads were unemployed. This can be attributed to the crisis of unemployment in Durban as a result of the recessionary climate with its concomitant retrenchment and factory closures. The largest proportion of workers in the government sector came from group 1 (70 %). It is also observed that most of the people working for the municipality were from the lower income group (group 3). It is significant to note that 30 % of the heads from the flats were unemployed and 13,3 % were pensioners.

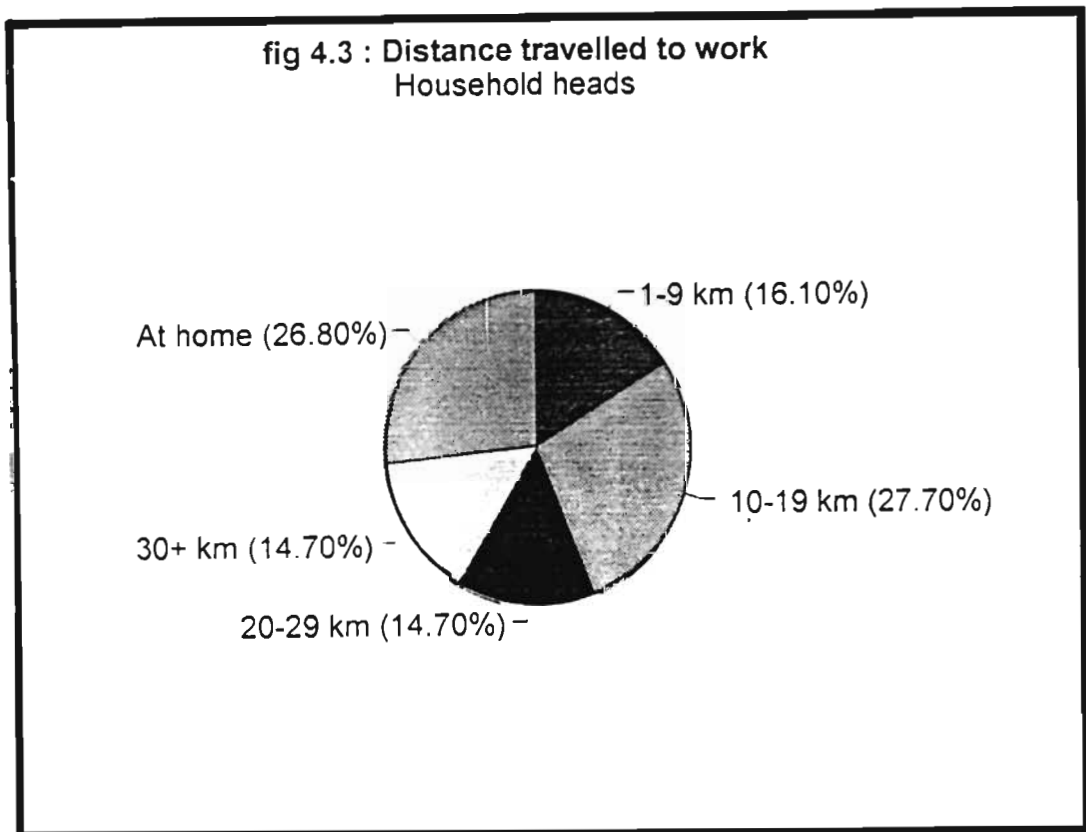
**Table 4.5 Occupational Status of Household Heads (Percent)**

<b>Occupation</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total sample</b>
<b>Government</b>	70	25,5	3,3	23,8
<b>Municipality</b>	0	7,8	10	7,7
<b>Private company</b>	0	43,3	43,3	40,2
<b>Family-concerns</b>	0	1,1	0	0,7
<b>Self-employed</b>	10	2,2	0	2,3
<b>Pensioners</b>	0	2,2	13,3	4,6
<b>Unemployed</b>	20	17,8	30	20,7
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n=30	n= 140

#### **4.2.8 Distance travelled to work (Household Heads)**

Approximately 42,7 % of the respondents travelled between 10 km. to 29km. daily to work (Fig.4.3). A total of 16,1 percent worked close to home (between 1 km. and 9 km.). This can be attributed to the location of this suburb close to the Springfield Industrial Park and the Briardene industrial area. Those that travelled more than 30 km. daily

comprised 14,7 % of the household heads. The travelling distance indicated in the report is for a single journey.



A significant proportion of the household heads (more than 60 %) from housing groups 1 and 2 travelled more than 10 km. daily in a single journey to work (Table 4.6). Approximately one-third (36,7 %) of the heads from group 3 travelled this distance to work. An equal proportion of heads (20 %) from the group 1 and 2 housing sectors travelled less than 10 km. The mean distance travelled by the respondents from housing groups 1, 2 and 3 was 20 km., 18,9 km. and 17,1 km. respectively.

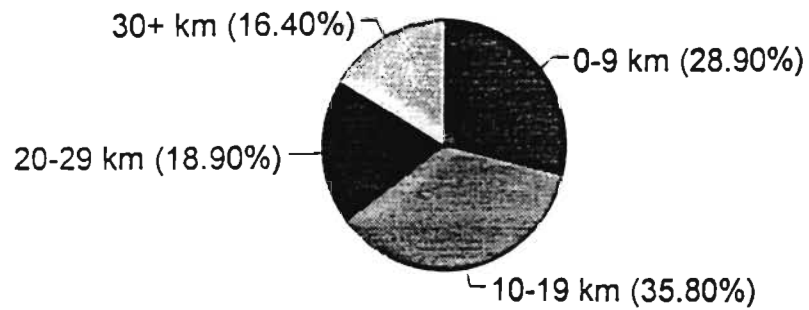
**Table 4.6 Distance travelled to work: Household Heads (Percent)**

<b>Distance (km.)</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>1 - 9</b>	20	14,4	20
<b>10 - 19</b>	30	31,1	16,7
<b>20 - 29</b>	0	18,9	6,7
<b>30 +</b>	30	13,4	13,3
<b>at home</b>	20	22,2	43,3
<b>Total</b>	100	100	100

mean distance travelled: 20 km.            18,9 km.            17,1 km

A similar pattern as that of the household heads emerges for the other members of the household with respect to the distance travelled daily to work. Of the total number of 159 other members of the household in active employment, 71,1 % travelled more than 10 km. per single journey to work (Fig. 4.4). Approximately 28,9 % travelled less than 10 km daily.

**fig. 4.4 : Distance travelled to work**  
Other members of household



#### **4.2.9 Mode of transport to work (Household Heads)**

A notable feature in table 4.7 is that 90 percent of the respondents living in housing group 1 travelled by private car to work as compared to 53,3 percent in group 2 and 3,3 percent in group 3. Conversely almost three-quarters of the respondents from the lower income group (group 3) travelled by bus whereas only 10 % from the higher income group did so. This accounts for the largest percentage of the heads from group 3 working within 10 km. from their place of residence.

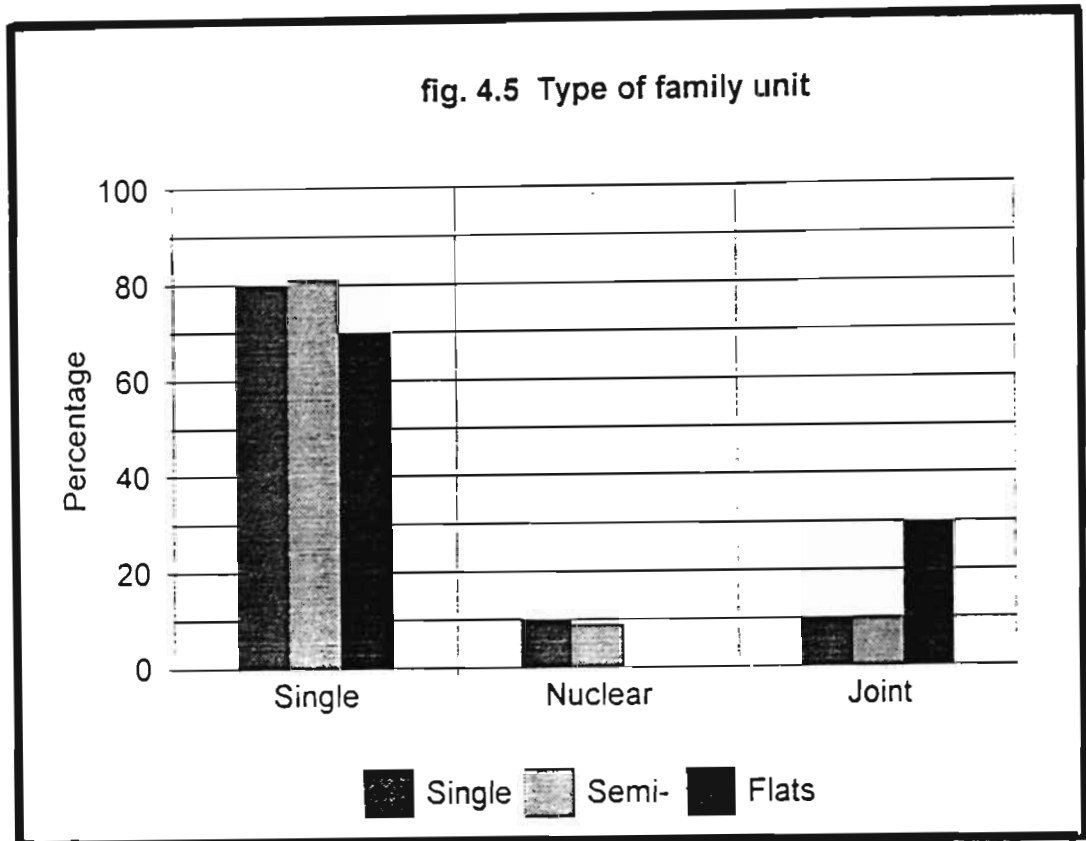
**Table 4.7 Mode of transport to work: Household Heads (Percent)**

<b>Mode</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>Private car</b>	90	53,3	3,3
<b>Lift club</b>	0	11,1	6,7
<b>Bus</b>	10	34,4	73,3
<b>Taxi</b>	0	0	6,7
<b>Walk</b>	0	1,2	10
<b>Total</b>	100	100	100

n= 20                      n= 90                      n= 30

#### **4.2.10 Type of Family Unit**

Most of the respondents (over 70 %) lived in a single family unit system (Fig. 4.5). This comprised 80 percent, 81,1 percent, and 70 percent for the respondents from housing groups 1, 2 and 3 respectively. A small proportion lived in the nuclear family system (below 10 % in each of the different housing groups). Approximately 10 percent from groups 1 and 2 and 30 percent from group 3 respondents lived in the joint family system.



#### 4.2.11 Income

Income earners are those who generated incomes by working in return for remuneration. On the other hand there were those who received income and contributed to the total household income on a regular basis. This comprised persons who received income in the form of state grants and pensions. Only 6,2 percent of the earners fell into this category. On the other hand 30 percent of the respondents from group 3, 15,6 percent from group 2 and 20 percent from group 3 could not contribute regularly to the household

income because they were unemployed (Table 4.8). The number of income earners determines to a large extent the household budget and this in turn determines their quality of life. More than 56 percent of the households in all the housing sectors had one and two income earners. It has been observed that none of the households from the flats (group 3) had three income earners whilst 20 percent from group 1 had so. The average number of income earners in all the households surveyed was 1,2 per household.

**Table 4.8 Number of Income Earners**

Number	Group 1	Group 2	Group 3
None	20	15,6	30
One	40	41,1	33,3
Two	20	36,7	23,4
Three	20	2,2	0
Pensioners	0	4,4	13,3
<b>Total</b>	100	100	100

$n = 20$ 
 $n = 90$ 
 $n = 30$   
 $X = 1,4$ 
 $X = 1,2$ 
 $X = 0,8$

With respect to the monthly income earned by the households a very glaring disparity exists between those of the higher income group (group 1) and the other two categories. One hundred percent of the households from group 1 and 26,3 percent from group 2 earned more than R5000 per month. A very noticeable feature of the income structure is that none of the households from the lower income group (group 3) earned more than R3000 per month (Table 4.9). A significant observation is that 35,3 percent of the households from housing groups 2 and 3 were living below the poverty datum line and were earning less than R1000 per month. Approximately one-third of the households

were earning less than R2000. Just over a quarter of all the households earned a monthly income of over R 5000 and 80 % of these came from group 1. Another striking observation was that the average income in housing group 1 was R 5853 per month as compared to R 3409 in group 2 and R 1147 in group 3. On an average the households in group 1 earned 5,1 times more than those in group 3. These statistics reflect the income of those in full time employment and disregarded those earned in the form of pensions and state grants.

**Table 4.9 Monthly Income: Household (Percent)**

Salary (Rand)	Group 1	Group 2	Group 3	Total/sample
0 - 999	0	5,6	35,3	10,3
1000 - 1999	0	18,1	35,3	19,6
2000 - 2999	0	29,2	29,4	26,8
3000 - 3999	0	13,9	0	10,3
4000 - 4999	0	6,9	0	5,2
5000 +	100	26,3	0	27,8
<b>Total</b>	100	100	100	100

average income      R 5853                  R 3404                  R 1147                  R 3139

#### 4.2.12 Fringe Benefits received

The interviewees were asked to indicate the amount they received, in addition to their normal salary, to the following fringe benefits: housing subsidy, car allowance, travelling allowance and medical aid. The analyses of their responses are indicated below.

**i. Housing subsidy.** This fringe benefit is seen as a luxury since it is directly linked to the tenure and type of the dwelling. None of the respondents from group 3 and 67.8

percent from group 2 received any form of housing subsidy (Table 4.10 a.) Approximately 70 % of the heads interviewed from the single cottages indicated that they received housing subsidy. A pattern emerges here is that housing subsidy is given predominantly to owners of single cottages and little or nothing to the owners of the flats sector. (At the time of this research the heads of the flats households were given the opportunity of purchasing these dwellings on a sectional title basis). Of the total number of heads surveyed, only 27,7 percent received a housing subsidy and the majority received less than R 1000 per month.

**Table 4.10 a. Housing subsidy received (Percent)**

<b>Rand per month</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total sample</b>
<b>Nil</b>	30	67,8	100	72,3
<b>0 - 499</b>	30	12,2	0	10,8
<b>500 - 999</b>	30	16,7	0	13,8
<b>1000 - 1499</b>	0	1,1	0	0,8
<b>1500 - 1999</b>	10	1,1	0	1,5
<b>2000 - 2499</b>	0	0	0	0
<b>2500 +</b>	0	1,1	0	0,8
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n= 30	n= 140

## **ii. Car and Travelling allowance**

More than 90 percent of the household heads did not receive any allowance with respect to motor vehicles and travelling expenses (Table 4.10 b) Only 20 percent of the respondents from housing group 1 received car allowance. In the group 2 housing sector 11,1 percent received car allowance and 6,7 percent travelling allowance. The

respondents from group 3 did not receive any allowance. The majority of the household heads who obtained any allowance received less than R 500 per month.

**Table 4.10 b Car and Travelling Allowance per month (Percent)**

Rand	Car Allowance				Travelling Allowance			
	1	2	3	4	1	2	3	4
Nil	80	88,9	100	90,8	100	93,3	100	95,4
0 - 499	20	5,6	0	5,4	0	4,4	0	3,1
500 - 999	0	1,1	0	0,8	0	2,3	0	1,5
1000 - 1499	0	2,2	0	1,5	0	0	0	0
1500 - 1999	0	2,2	0	1,5	0	0	0	0
2000 +	0	0	0	0	0	0	0	0
<b>Total</b>	100	100	100	100	100	100	100	100

n= 20   n= 90   n= 30   n= 140   n= 20   n= 90   n= 30   n=140

1 = single cottages

2 = semi-detached/duplex

3 = flats

4 = total sample

### iii. Medical Allowance

Medical expenses comprise an essential part of the budget of all households and yet, only 23,8 percent of the household heads received any allowance or were members of a medical aid scheme (Table 4.10 c.). None of the respondents from group 3, 68,7 percent from group 2 and 80 percent from group 1 received any medical allowance. Approximately 20 percent of the respondents from group 1 and 2 received below R 500 per month in medical allowances. A total of 6,1 percent of all respondents received between R 500 and R 1500 per month.

**Table 4.10 c. Medical allowance received by Household Heads**

<b>Amount (Rand)</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total/sample</b>
<b>Nil</b>	80	67,8	100	76,2
<b>0 - 499</b>	20	23,3	0	17,7
<b>500 - 999</b>	0	6,7	0	4,6
<b>1000 - 1499</b>	0	2,2	0	1,5
<b>1500 - 1999</b>	0	0	0	0
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n= 30	n= 140

#### **4.2.13 Payment for Accommodation, Electricity, Water and Rates**

##### **i. Payment for Accommodation**

It must be noted that of the 140 household heads interviewed, 43,6 percent were tenants and 56,4 percent were owners. The payments the tenants made monthly to the Durban Municipality included rent, electricity and water. They were billed collectively for these items. Approximately 70 percent of the heads paid R500 per month and 26,3 percent paid between R500 and R999 per month (Fig.4.6 a). A very small proportion (3,5 %) paid more than R1000 per month for their accommodation. The respondents who were owners of households paid separately towards electricity, water and rates. Majority of the owners paid between R400 and R1499 per month on bond repayments (Fig. 4.6 b). Only 6,8 % paid over R2000 per month.

fig.4.6(a) Payment for accommodation  
Rent

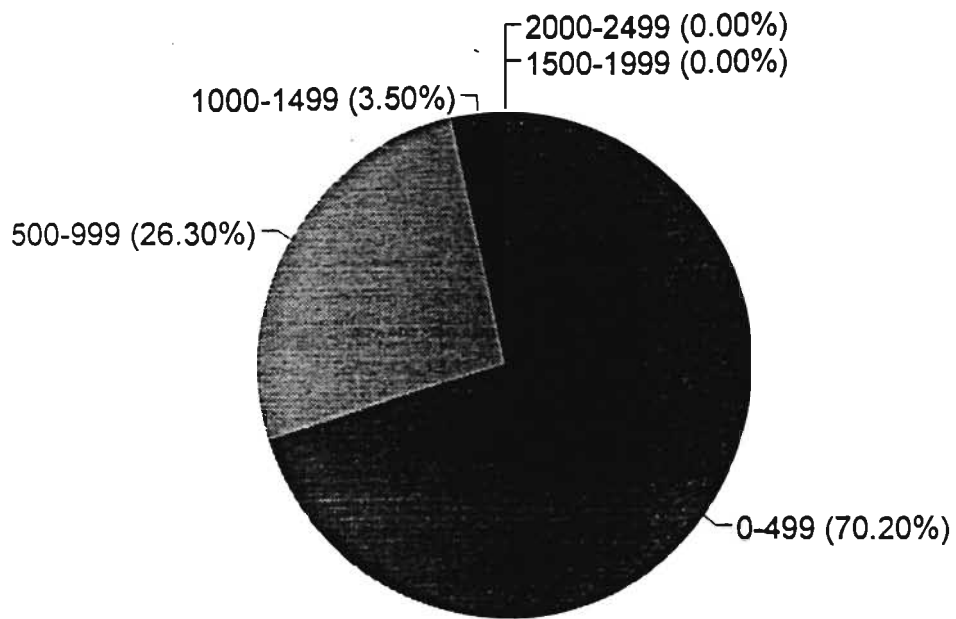
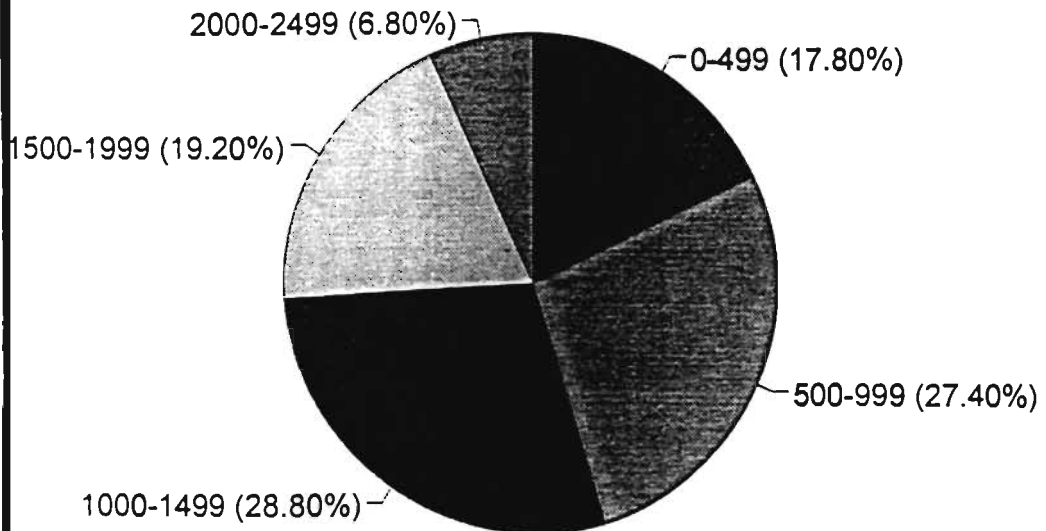


fig. 4.6(b) Payment for accommodation  
Bond



## ii. Payment for electricity and water

The separate payment for the services of electricity and water was done only by the owners of households. The charge for these services to the renters was included in their monthly rent payment. Four-fifths of the owners paid between R500 and R699 per month (Table 4.11). A noticeable feature was that 30 % of the owners of single cottages paid less than R200 per month whereas only 1,6 % those owning semi-detached and duplex units paid this amount. The average payment by respondents from housing group 1 was R270 and that by group 2 was R384 per month.

**Table 4.11 Payment for Electricity and Water**

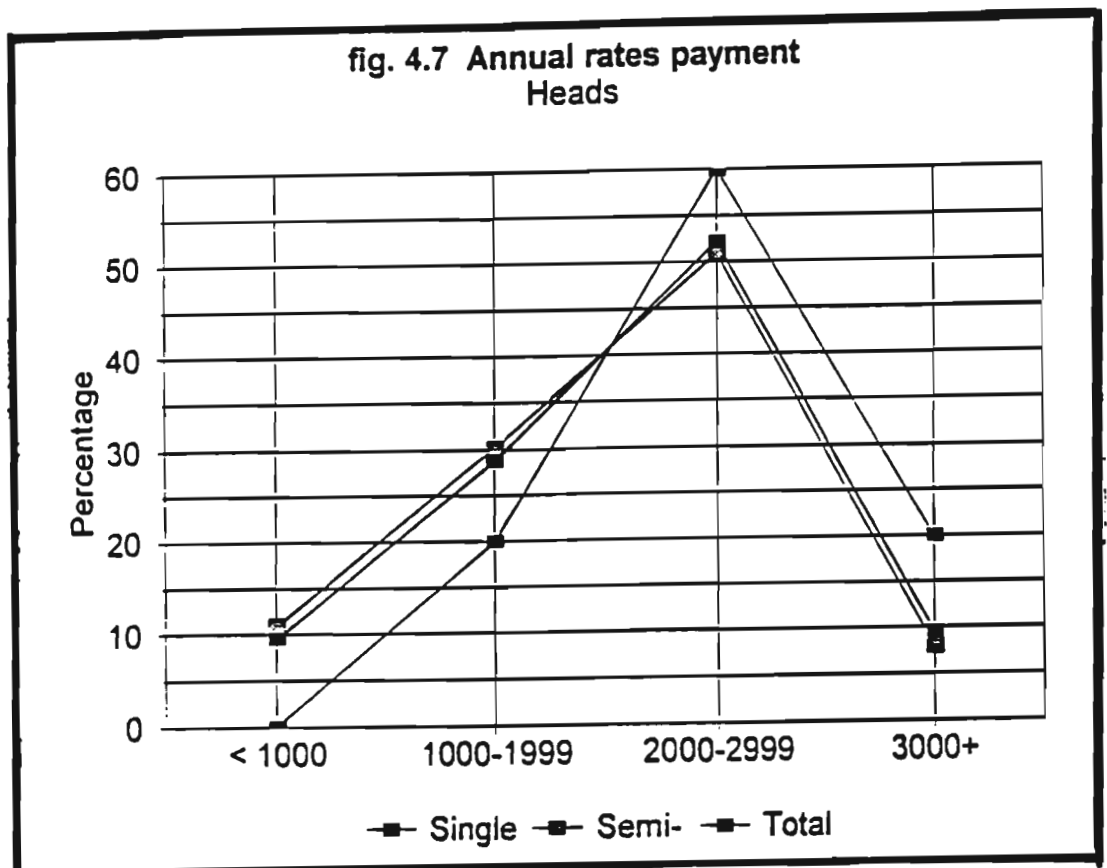
Amount (Rand)	Group 1	Group 2
0 - 99	0	0
100 - 199	30	1,6
200 - 299	20	22,2
300 - 399	30	33,3
400 - 499	10	28,6
500 - 599	10	11,1
600 - 699	0	3,2
<b>Total</b>	100	100

n= 20      n= 90  
X= R270    X= R384

## iii. Annual payment of Rates

Rates were paid by the owners of single cottages and the semi-detached and duplex units. The majority of the respondents (80,1 %) paid between R1000 to R2999 annually (Fig. 4.7). Sixty percent of the owners from group 1 and 81 percent from group 2 paid

between R2000 and R2999. The average annual rates payment by the household heads in group 1 was R2500 and in group 2 was R2055.



#### 4.2.14 Ownership of Assets by Sample

None of the household heads interviewed possessed a satellite TV or a dishwasher. On the other hand 98,5 percent of the respondents possessed a conventional TV (Table 4.12). More than 90 percent of the respondents from each of the different housing sectors possessed a refrigerator. Almost 63,8 percent owned a microwave oven and most of

these (80 %) were in housing group 1. Luxury items such as a cellular telephone and a personal computer was owned by approximately 5 % to 15 % of the respondents. A necessary item such as a dining room suite was owned by only 16,7 percent of the heads from the flats sector - a possible reason is that there was a shortage of space. With respect to possession of an expensive item such as a motor vehicle, 90 percent, 68 percent and 10 percent from the housing groups 1, 2 and 3, respectively, owned this.

**Table 4.12 Ownership of Assets per Household (Percent)**

Assets	Group 1		Group 2		Group 3		Total	
	YES	NO	YES	NO	YES	NO	YES	NO
<b>TV.</b>	90	10	98,9	1,1	100	0	98,5	1,5
<b>TV/satellite</b>	0	100	0	100	0	100	0	100
<b>Wash. Machine</b>	80	20	62,6	37,4	25	75	53,8	46,2
<b>Dishwasher</b>	0	100	0	100	0	100	0	100
<b>Microwave</b>	80	20	72,2	27,8	33,3	66,7	63,8	36,2
<b>Freezer</b>	80	20	75,5	24,5	20	80	63,1	36,9
<b>Lounge Suite</b>	90	10	94,4	5,6	93,3	6,7	93,8	6,2
<b>Dining Suite</b>	70	30	70	30	16,7	83,3	57,7	42,3
<b>Hi-fi</b>	50	50	78,9	21,1	53,3	46,7	70,8	29,2
<b>Telephone</b>	80	20	90	10	76,7	23,3	86,2	13,8
<b>Cell. Phone</b>	10	90	6,3	93,3	0	100	5,4	94,6
<b>Computer</b>	20	80	20	80	0	100	15,4	84,6
<b>M/vehicles</b>	90	10	68	32	10	90	56,1	43,9
<b>Fridge</b>	90	10	94,4	5,6	100	0	95,4	4,6

#### **4.2.15 Summary of Demographic and Socio-economic characteristics**

The total sample population consisted of 644 persons in 140 households. The average household density was 4,6 persons per household. This was very close to the projected occupancy density of 4,5 persons per household by the Durban Municipality occupancy rate survey of 1989. In all three categories of households surveyed there were more females than males. The ratio of males to females was 1 : 1,2 in the surveyed area. The analysis of the data indicates that approximately 23 percent of the sample were below the age of 15 years and even in this group there were more females (52,2 %) than males (47,8 %). A profile that emerges from the analysis of the data is that the majority of the household heads were between the ages of 40 and 54 years, married and predominantly males (80,8 %). A trend also revealed is that there is a decrease in population numbers with an increase in age. An analysis of the data amongst household heads indicate a literacy rate of 96,2 % with 72,3 % having a qualification of secondary and tertiary education. More than 50 percent of the heads were employed in the professional, technical, administrative and clerical fields. A total of 28 percent were classified as unemployed and pensioners and most of these were residing in the flats. The average distance travelled to work was 18,7 km. and 44,6 percent of the people travelled by car and 44,6 % travelled by bus. A small proportion of the respondents (27,7 %) received any form of fringe benefits in addition to their normal salary. The data also indicates that the household heads residing in the flats possessed fewer assets than those living in the other two housing categories.

## **4.3 DWELLING DOMAIN**

### **4.3.1 Introduction**

Housing is an important component in measuring the quality of human life. People spend the largest proportion of their time in their dwellings and it consumes the largest proportion of household incomes. The housing environment is a major indicator of the level of development and quality of life of inhabitants. An analysis of dwelling domain will reveal whether the residents are satisfied or dissatisfied with their present dwelling in relation to its structure, space, facilities and services as well as its relationship to place of employment. The analysis commences with the residential history of the sample followed by the satisfaction rating of the dwelling in relation to services and other facilities.

### **4.3.2 Residential History**

Briardale was the first residential area to be developed in the Newlands West area. The first occupation of dwellings in this area took place in 1980. It can be seen from table 4.13 that the majority of the residents (52,4 %) settled in this area in 1983. It can be inferred also that the flats units were constructed before the other two housing types since 63,3 % of the residents in this housing group are living here for between 10 and 14 years whereas 52,2 % of the residents in the semi-detached/duplex units and 20 % in the single cottages are residing here for the same period of time. The analysis of the data also reveals that 40 % of the household heads from the single cottages are residing in Briardale for under 5 years. Therefore, it seems that the majority of the single cottages were constructed recently.

**Table 4.13 Period of residence at present dwelling (Percent)**

<b>Years</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total/sample</b>
<b>0 - 4</b>	40	10	6,6	11,5
<b>5 - 9</b>	30	16,7	23,3	19,2
<b>10 - 14</b>	20	52,2	63,3	52,4
<b>15 - 19</b>	10	21,1	6,7	16,9
<b>20 +</b>	0	0	0	0
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n= 30	n= 140

Group 1 = single cottages

Group 2 = semi-detached/duplex

Group 3 = flats

The majority of the respondents (56,9 %) cited renting as the most important reason for leaving their previous place of residence. Most of them were renting in basements, outbuildings and garages and cited "independent" home as their main reason for relocating to Newlands West. The greatest number in this category are now residing in the semi-detached/duplex units. About one-fifth of the respondents felt that their previous place or residence was too small (Table 4.14). The "joint-family" system accounted for 21,5 percent of the respondents moving away from their previous residence and 6,2 percent were forced to move because of the "Group Areas" .

**Table 4.14 Reasons for leaving previous place of residence (Percent)**

<b>Reasons</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total / sample</b>
<b>House too small</b>	20	8,9	13,3	10,8
<b>Renting</b>	40	62,2	46,7	56,9
<b>Married</b>	30	2,2	3,3	4,6
<b>Joint family</b>	10	22,2	23,3	21,5
<b>Group Areas</b>	0	4,5	13,4	6,2
<b>Total</b>	100	100	100	100

n= 20                  n= 90                  n= 30                  n= 140

It can be seen from table 4.15 that a great majority of the respondents (over 70 %) are occupying the present dwelling because it is their own home - an independent home. Ten percent of the respondents from each of the housing groups 1 and 3 cited "bigger home" as their reason for occupying the present dwelling. An average of 8,5 percent of all the respondents stated that the cost of accommodation was lower in Newlands West as compared to similar areas in the Durban area. A very small proportion (6,2 %) stated that they had no choice but to settle here because they were affected by the "group Areas" policy.

**Table 4.15 Reasons for occupying present residence (Percent)**

<b>Reasons</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total / sample</b>
<b>Own home</b>	70	74,6	63,3	72,3
<b>Bigger home</b>	10	8,9	10	9,2
<b>Safer area</b>	10	4,3	3,3	9,2
<b>Cheaper accommodation</b>	10	7,8	10	8,5
<b>No choice</b>	0	4,4	13,4	6,2
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n= 30	n=140

### 4.3.3 Tenure

Little is known as to how the housing tenure may influence people's behaviour regarding their dwelling and neighbourhood. However, it is felt that owners care more about their dwellings and its surroundings and make a greater effort, in proper maintenance, than renters do (Mandic and Clapham, 1996: 88). An overview of the housing tenure is discussed below and the satisfaction of owners and renters with their dwelling will follow.

According to table 4.16 fifty-six percent of the respondents were owners of their homes and 44 percent were tenants. All the respondents from group 1 and 70 percent from group 2 were the owners of their dwellings. All the household heads from group 3 were tenants.

**Table 4.16 Housing Tenure**

Tenure	Group 1	Group 2	Group 3	Total/sample
Owner	100	70	0	56,4
Renter	0	30	100	43,6
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n= 30	n= 140

**4.3.4 Structure and Space of Dwelling**

All the flats in this part of Newlands West were constructed of hollow cement blocks under asbestos roofing. None of the dwellings in group 1 fell into this category (Table 4.17). However, 90 percent of the single cottages were constructed with hollow blocks under tiled roof. Approximately 36 percent of the dwellings in group 2 had the similar construction as those in group 1.

**Table 4.17 Structure of Dwelling**

Structure	Group 1	Group 2	Group 3	Tot/sample
Block and tile	90	36,7	0	32,3
Block and asbestos	0	38,9	100	50
Brick and tile	10	10	0	7,7
Brick and asbestos	0	14,4	0	10
Other	0	0	0	0
<b>Total</b>	100	100	100	100

All the dwellings visited had a bathroom, toilet, lounge and kitchen. All the units in

housing group 1 and 2 had a separate bathroom and toilet whilst the units in group 3 had a bath cum toilet combination. Four-fifths of the dwellings had a single bathroom (table 4.18) and 18,5 percent had two bathrooms. There were no dwellings with more than two bathrooms and toilets. It has also been observed that none of the households in group 3 had a dining room. These residents used the kitchen as a dining room as well. In this respect more than 80 percent of the units in group 1 and 2 had separate kitchens.

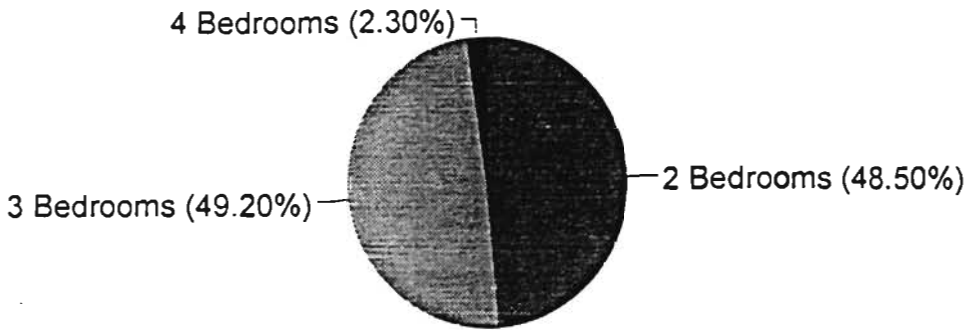
None of the units had garage facilities, although 40 percent of the respondents in housing group 1 had a car port constructed. Those who owned vehicles in housing sector 2 and 3 could not construct a garage because of a shortage of space.

**Table 4.18 Number and type of rooms (Percent)**

Type of rooms	Group 1	Group 2	Group 3	Total/Sample
<b>Bedrooms 1</b>	0	0	0	0
<b>2</b>	0	36,7	100	48,5
<b>3</b>	100	60	0	49,2
<b>4</b>	0	3,3	0	2,3
<b>Bathroom 1</b>	60	77,8	100	81,5
<b>2</b>	40	22,2	0	18,5
<b>Toilet 1</b>	50	54,4	100	64,7
<b>2</b>	50	45,6	0	35,8
<b>Lounge (separate)</b>	70	82,2	100	85,3
<b>Lounge cum dining</b>	30	17,8	0	14,7
<b>Kitchen (separate)</b>	90	83,3	100	87,7
<b>Kitchen cum dining</b>	10	16,7	0	12,3

A significant feature reflected in table 4.18 is that all the households in group 3 consisted of two bedrooms each whilst those in group 1 and 60 percent in group 2 had 3 bedrooms each. The average number of bedrooms per dwelling in the sample was 2,5. Figure 4.8 indicates that there was almost an equal proportion of dwellings with two or three bedrooms each.

fig. 4.8 : Number of Bedrooms



Given the average number of persons per household as 4,5 and the average number of bedrooms per dwelling being 2,5, the average room occupancy is 1,8. In the flats sector, the average room occupancy was 2,3 and in the single cottages it was 1,4. According to the U.S. Federal and Local Governments crowding was regarded as a room occupancy of more than 1. This has been in use since the 1960's (Meyers, et. al., 1966: 70). According to this standard it is seen that all the homes in Briardale are overcrowded. It is also observed that the households in group 3 (renters) are more crowded than those in group 1 (owners). This is in keeping with Meyer's et. al. view that renters are prone to crowding than owners (Meyer's et. al., 1966: 70). Approximately 15 percent of the

respondents indicated that the lounge and dining room were also used for sleeping purposes.

#### 4.3.5 Satisfaction/Dissatisfaction with Dwelling Characteristics

In the previous section of dwelling characteristics, an analysis of the physical characteristics of the dwelling was undertaken. The following sub-section focuses on the manner in which residents perceived their dwelling characteristics. A dwelling which is satisfactorily structured may not always be satisfactory from the point of view of residents (Kaitilla, 1993). Over 70 percent of the informants were generally satisfied with their satisfied dwellings (Table 4.19). Of these 9,2 percent were completely satisfied as compared to 20,8 percent who were just satisfied. On the other hand 25,4 percent expressed dissatisfaction and the majority of them resided in housing group 2 and 3.

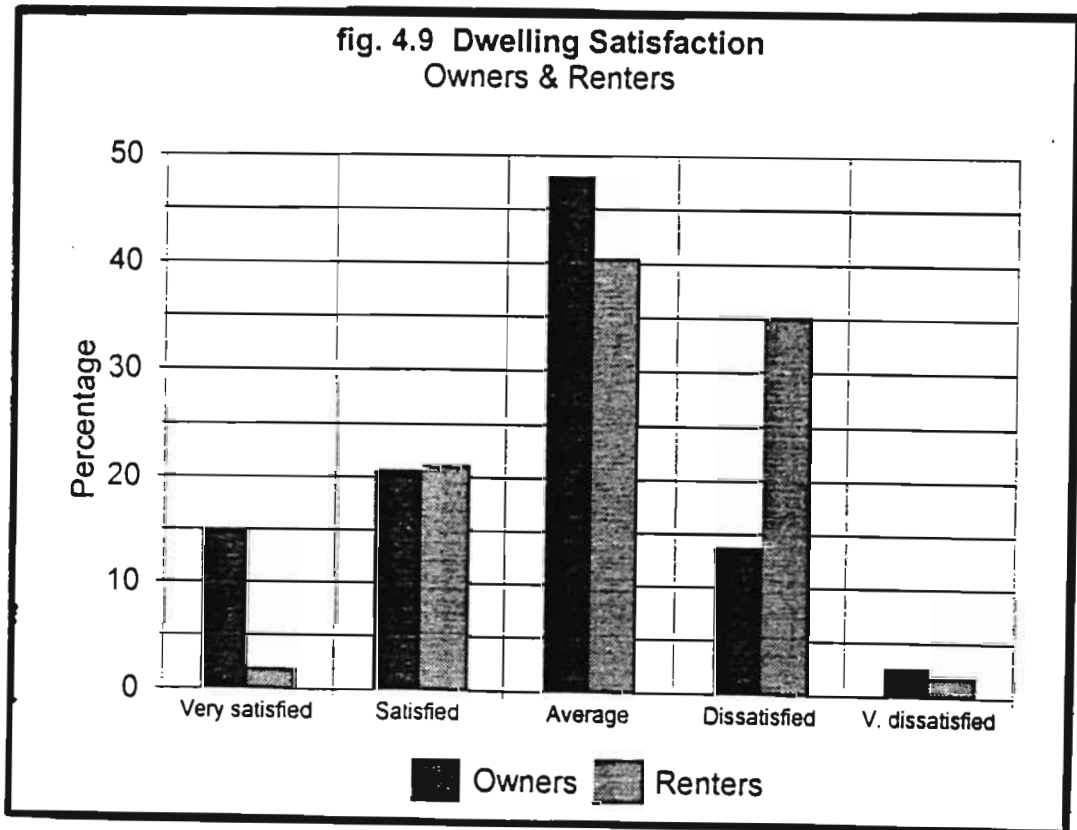
**Table 4.19 Overall Satisfaction/Dissatisfaction with dwelling (Percent)**

Rating	Group 1	Group 2	Group 3	Total/Sample
Very satisfactory	10	12,2	0	9,2
Satisfactory	30	20	20	20,8
Average	40	40,2	53,3	44,6
Dissatisfied	10	23,3	26,7	23
Very dissatisfied	10	4,3	0	2,4
Total	100	100	100	100
	n= 20	n= 90	n= 30	n= 140

None of the household heads from the flats sector stated that they were very satisfied with the dwelling since occupants in this sector are unable to develop a sense of belonging

because homes do not meet their needs and the fact that they do not own the house (Clark *et. al.*, 1994).

A significant observation in figure 4.9 is that the owners of dwellings were more satisfied with their homes than renters. This observation is in agreement with the findings of Kaitilla (1993). Fifteen percent of the owners were very satisfied with their dwellings as compared to 1,8 percent of the renters. Conversely, dissatisfaction was higher among those who occupied the flats (35 %) as compared with 13,7 percent in the owner-occupied houses. It is believed that owner occupied housing affords a higher quality residential environment than rental housing and that home ownership is recognised as a major indicator of well-being (Megbolugbe and Linneman, 1993).



Approximately 70 percent of the respondents from the single cottages expressed a high degree of satisfaction with respect to privacy from the front door and their next door neighbours. A similar satisfaction was expressed with the layout of the rooms and the number of bedrooms in their dwellings (table 4.20). Privacy was positively and significantly correlated with dwelling satisfaction, such that "a house that had very poor privacy was likely to produce dissatisfaction among users" (Kaitilla, 1993). A small proportion of these residents expressed satisfaction with their kitchen space. The household heads from this housing group expressed a high degree of satisfaction with respect to the sanitation facilities.

**Table 4.20 Satisfaction/Rating of dwelling characteristics by heads of single cottages (Percent)**

Characteristics	Single cottage					
	1	2	3	4	5	6
<b>Kitchen</b>	0	20	20	30	30	100
<b>Toilet</b>	10	40	0	40	10	100
<b>Bathroom</b>	10	40	0	40	10	100
<b>Size of rooms</b>	10	30	20	20	20	100
<b>Layout of rooms</b>	20	50	20	10	0	100
<b>Privacy- front door</b>	30	40	0	10	20	100
<b>Privacy-neighbours</b>	50	20	10	20	0	100
<b>Space - play area</b>	40	20	30	0	10	100
<b>Space - study</b>	10	20	20	20	30	100
<b>Ventilation</b>	20	30	20	20	10	100
<b>Structure</b>	10	50	20	10	10	100
<b>Number of rooms</b>	20	50	20	10	0	100

n= 20

1 = very satisfied                      2 = satisfied  
 3 = average                              4 = dissatisfied  
 5 = very dissatisfied                  6 = total

Approximately 60 percent of the respondents from the semi-detached/duplex units expressed great dissatisfaction with the space available for their children to play and 40 % with the space available for the children to study. Similarly, 23,3 percent of the respondents were dissatisfied with the size of their rooms (Table 4.21). Forty seven percent expressed dissatisfaction with the number of bedrooms available to them. Conversely, three-quarters of the household heads were satisfied with the ventilation in their buildings and 66,7 percent were fairly happy with the structure of their dwellings.

**Table 4.21 Satisfaction rating of Dwelling Characteristics by heads of the semi-detached/duplex units (Percent)**

Characteristics	Semi-detached/Duplex units					
	1	2	3	4	5	6
<b>Kitchen</b>	22,2	23,3	28,9	22,2	3,4	100
<b>Toilet</b>	26,7	25,5	21,1	21,1	5,6	100
<b>Bathroom</b>	23,3	25,6	23,3	23,3	4,5	100
<b>Size of rooms</b>	15,6	13,3	20	27,8	23,3	100
<b>Layout of rooms</b>	17,8	44,4	18,9	13,3	5,6	100
<b>Number of rooms</b>	18,9	18,9	15,6	33,3	13,3	100
<b>Privacy-front door</b>	18,9	35,6	17,8	14,4	13,3	100
<b>Privacy- neighbours</b>	18,9	34,4	20	14,4	12,3	100
<b>Space- play area</b>	16,7	24,4	18,9	26,7	13,3	100
<b>Space- study area</b>	13,3	8,9	14,4	24,5	33,9	100
<b>Ventilation/dwelling</b>	22,2	28,9	25,5	15,6	7,8	100
<b>Structure/building</b>	15,6	16,7	34,4	20	13,3	100

n=90

- |                       |                  |
|-----------------------|------------------|
| 1 = very satisfied    | 2 = satisfied    |
| 3 = average           | 4 = dissatisfied |
| 5 = very dissatisfied | 6 = Total        |

Respondents from the flats sector expressed dissatisfaction with a number of dwelling characteristics such as the size of rooms (60 %), the number of rooms (56,7 %), privacy from the front door (50 %), space for children to play (56,6 %) and space for children to study (86,6 %) (Table 4.22). Close to 70 percent of the respondents were satisfied with their sanitation facilities. Approximately half of the respondents were not satisfied with the structure of their dwelling. Although the kitchen was used as a dining facility, only one-fifth of the respondents from this housing sector expressed dissatisfaction with the

kitchen space.

**Table 4.22 Satisfaction rating of Dwelling characteristics by heads of the Flats sector**

Characteristics	Flats housing group					
	1	2	3	4	5	6
<b>Kitchen</b>	0	20	36,7	23,3	20	100
<b>Toilet</b>	0	10	16,7	20	13,3	100
<b>Bathroom</b>	0	10	60	20	10	100
<b>Size of rooms</b>	0	16,7	23,3	40	20	100
<b>Layout of rooms</b>	3,3	40	56,7	0	0	100
<b>Number of rooms</b>	3,3	20	20	33,3	23,4	100
<b>Privacy- front door</b>	3,3	36,7	10	26,7	23,3	100
<b>Privacy- neighbour</b>	6,7	46,7	6,7	26,7	13,2	100
<b>Space- play area</b>	0	16,7	26,7	30	22,6	100
<b>Space- study area</b>	0	16,7	6,7	33,3	53,3	100
<b>Ventilation/in dwelling</b>	6,7	40	20	6,7	26,6	100
<b>Structure/ dwelling</b>	3,3	16,7	26,7	50	3,3	100

n= 30

1 = very satisfactory

2 = satisfactory

3 = average

4 = dissatisfied

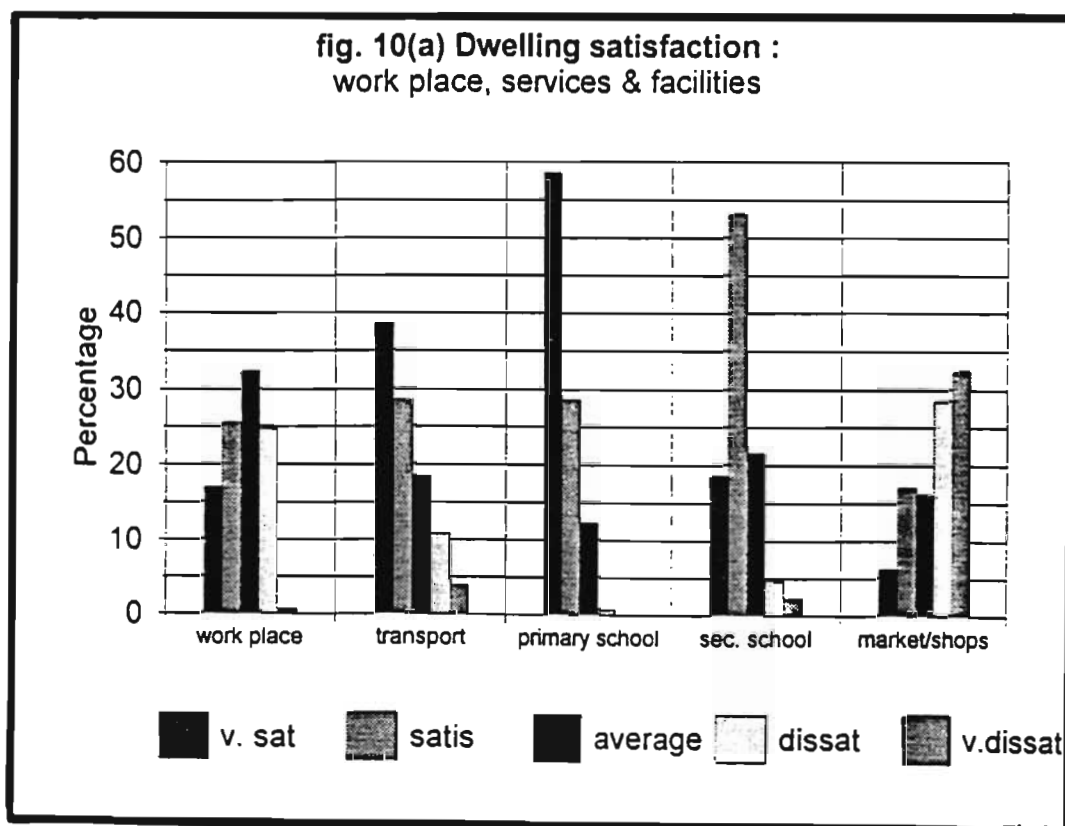
5 = very dissatisfied

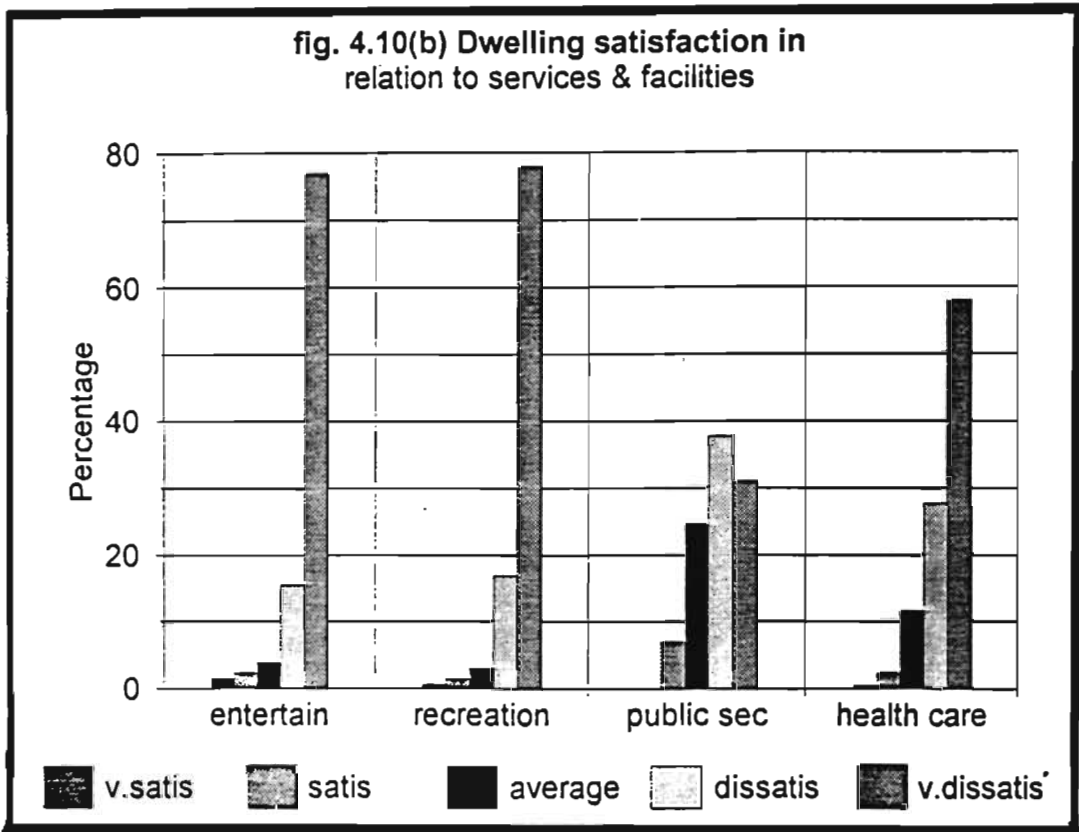
6 = total

#### **4.3.6 Dwelling Satisfaction in relation to work place, services and amenities**

Almost three-quarters of the respondents had no qualms about the location of their homes in relation to their work place, In fact 74,6 percent gave a rating ranging from average to very satisfactory (Fig. 4.10 a. and 4.10 b.). Two-thirds of the informants expressed

satisfaction with the transport services in the area. A facility that provided the greatest amount of satisfaction with respect to distance from home was the availability of schooling facilities. Eighty- seven percent expressed great satisfaction with the easy accessibility to primary schools and 71,6 percent were satisfied with the location of the secondary school. Entertainment and recreational facilities received the greatest degree of dissatisfaction from most of the households visited. Ninety two percent were totally dissatisfied with the location of their homes to entertainment facilities and 94,7 percent were dissatisfied with respect to recreational facilities. Similarly a high degree of dissatisfaction was expressed to location of markets/shops, public security and health care.





With respect to location of dwelling to work place, 60 percent of the heads from housing group 1 were satisfied (Table 4.23). Similarly, over 36 percent of the heads from the other two housing groups were satisfied with the location of their dwelling from their work place. A large proportion (over 60 %) from each of the three housing groups felt they were well located to transport facilities. Respondents from all the housing sectors displayed a similar degree of dissatisfaction with respect to entertainment and recreational facilities. In these services the dissatisfaction rating ranged from 70 percent to 100 % in all three housing sectors.

**Table 4.23 Satisfaction rating of dwelling in relation to work place, services and amenities**

Housing Group	Rating	Types of Services/facilities, etc.								
		W.P.	T	SP	SC	M	E	R	PS	H.S
Group 1	1	10	40	60	20	0	0	0	0	0
	2	50	0	40	70	0	10	10	10	10
	3	30	20	0	10	40	0	0	20	20
	4	10	20	0	0	20	10	10	20	20
	5	0	20	0	0	40	80	80	50	50
	6	100	100	100	100	100	100	100	100	100
Group 2	1	20	26,7	55,6	22,2	8,9	2,2	1,1	0	1,1
	2	22,2	33,3	26,7	44,4	15,6	2,2	1,1	2,2	2,2
	3	31,1	23,3	16,7	24,4	11,1	5,6	4,4	23,3	13,3
	4	25,6	13,3	1	5,6	27,8	20	32,2	42,2	25,5
	5	1,1	3,4	0	3,4	36,6	70	71,2	32,3	57,9
	6	100	100	100	100	100	100	100	100	100
Group 3	1	10	73,3	66,7	6,7	0	0	0	0	0
	2	26,7	23,3	30	73,3	26,7	0	0	20	0
	3	36,7	3,4	3,3	16,7	23,3	0	0	30	3,3
	4	26,6	0	0	3,3	33,3	3,3	3,3	30	36,7
	5	0	0	0	0	16,7	96,7	96,7	20	60
	6	100	100	100	100	100	100	100	100	100

**Rating:**

- |    |                   |    |   |                  |    |   |                 |
|----|-------------------|----|---|------------------|----|---|-----------------|
| 1. | Very Satisfactory | WP | : | Work Place       | PS | : | Public Security |
| 2. | Satisfactory      | T  | : | Transport        | HS | : | Health Service  |
| 3. | Average           | SP | : | School-Primary   |    |   |                 |
| 4. | Dissatisfied      | SS | : | School-Secondary |    |   |                 |
| 5. | Very Dissatisfied | M  | : | Markets/Shops    |    |   |                 |
| 6. | Total             | E  | : | Entertainment    |    |   |                 |
|    |                   | R  | : | Recreational     |    |   |                 |

### 4.3.7 Satisfaction/Dissatisfaction with Quality of Dwelling

Approximately 44 percent of all the respondents indicated that they were dissatisfied with the quality of their dwellings. Only one-fifth of the household heads were either satisfied or very satisfied. Between 20 percent to 40 percent of the informants from all three housing groups were dissatisfied with the quality of their homes (Table 4.24). However, it is observed that a greater proportion of household heads (50 %) from the higher income group (group 1) were satisfied with their dwelling as compared to 23,3 percent from the middle income group and 3,3 percent from the lower income group. According to Bonnes et.al.(1991) "socio-economic characteristics of the inhabitants affect general satisfaction" and this finding substantiates the statement.

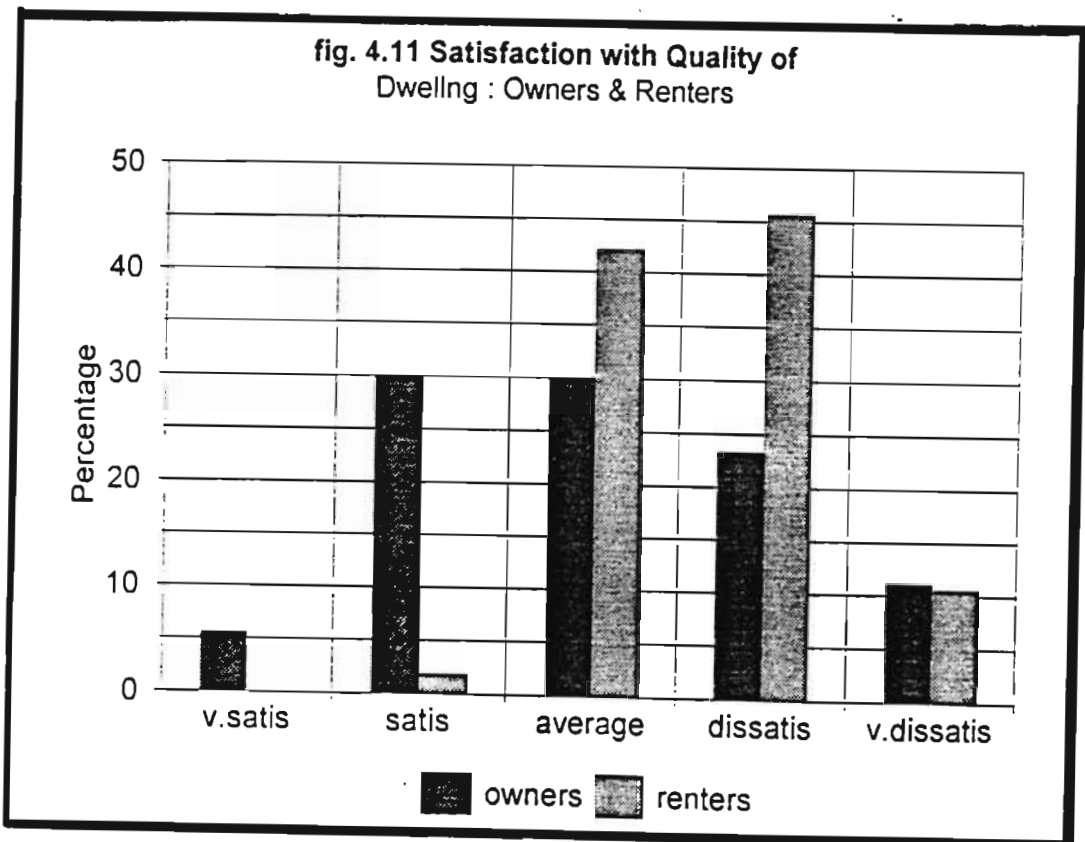
**Table 4.24 Satisfaction/Dissatisfaction with Quality of Dwelling (Percent)**

Rating	Group 1	Group 2	Group 3	Total/sample
Very satisfied	0	4,4	0	3,1
Satisfied	50	18,9	3,3	17,7
Average	30	28,8	56,6	35,3
Dissatisfied	20	32,2	40,1	33,1
Very dissatisfied	0	15,7	0	10,8
<b>Total</b>	100	100	100	100
	n= 20	n= 90	n= 30	n= 140

Group 1 = single cottage    Group 2 = semi-detached/duplex  
 Group 3 = flats

It can be inferred from fig. 4.11 that the household heads who were owners of properties were more satisfied with the quality of their dwellings than those who were renters. Approximately 36 percent of the owners expressed satisfaction with their dwelling as

compared to only 1,8 percent of the renters. Conversely, 56 percent of the renters expressed dissatisfaction with the quality of their dwellings as compared to 34 percent of the owners. This finding is similar to that of Mandic and Clapham (1996) that home owners feel differently about their housing from renters in that they feel more secure and emotionally attached to their houses than non-owners.



### 4.3.8 Satisfaction of Dwelling by Age

According to table 4.25 the greatest degree of satisfaction with the dwellings was from the age group 50 yrs. to 54 yrs. (38,3 %) whilst those least satisfied were below 35 years of age. A trend revealed in this table is that there is a progressive degree of increased satisfaction with an increase in age. This is in keeping with the view of Bonnes et al., (1991) that with increasing age inhabitants become more satisfied with the human-dynamic aspects of their residence and perceive it as more suitable. Similarly, Campbell, et al (1976) contend that young people tend to be less satisfied than older people and the assessment of young respondents are low.

**Table 4.25 Dwelling Satisfaction by Age**

Age	1	2	3	4	5
25 - 29	6,7	22,7	22,6	24,3	23,7
30 - 34	17,1	22,3	21,7	23,4	15,5
35 - 39	17,9	19,2	27,3	21,2	14,4
40 - 44	21,2	26,6	25,7	17,4	9,1
45 - 49	27,6	25,3	22,4	15,8	8,9
50 - 54	38,3	22,4	20,6	11,1	7,6
55 +	31,6	22,3	20,2	16,3	9,6

n = 140

1 = Very satisfied

2 = Satisfied

3 = Average

4 = Dissatisfied

5 = Very Dissatisfied

### 4.3.9 Summary of Dwelling Data

Briardale was the first suburb developed in Newlands West. Most of the inhabitants in this area settled here approximately thirteen years ago (1983). The first housing sector

to be constructed here was the flats complex, followed by the semi-detached and duplex units and finally the single cottage complex. Approximately 57 percent of the household heads are owners of their dwelling whilst 43 percent are tenants (the landlord being the Durban Municipality). A large majority of the inhabitants preferred Briardale because they were able to occupy independent homes as compared to renting in garages, basements and outbuildings previously. Briardale also offered the opportunity to some residents to purchase their own dwellings. Approximately 8 percent of the dwellings in this area are of the single cottage type. The balance are of the semi-detached (35 %), duplex (35 %) and flats (22 %) type. Most of the buildings were constructed of hollow cement blocks under asbestos or tile roofs. The flats sector had two bedrooms each and the other two housing sectors comprised two and three bedrooms each.

The Briardale area accommodates an average of 4,5 persons per household and has a bedroom occupancy of 1,8 persons. None of the occupants from flats sector expressed extreme satisfaction or extreme dissatisfaction with their dwelling whilst at least 10 percent from each of the other two housing groups were either very satisfied or very dissatisfied. On an average it was observed that the owners were more satisfied than renters with their dwellings. This finding supports the general tenet that house ownership influences household satisfaction (Kaitilla, 1993: 534). Most of the respondents were quite satisfied with the privacy of their dwelling from the outside and from neighbours. However, a major complaint was the size of the bedrooms and this was echoed by about 60 percent of the respondents from all three housing sectors.

Approximately 75 percent of the respondents were quite happy about the location of their

homes in relation to their work place. A major source of discontent, however, was the location of their dwelling in relation to recreational and entertainment facilities. About 90 percent of the residents felt that Briardale was constructed without any consideration of these facilities. (Certain areas which had been earmarked for recreational facilities have not been developed as yet). Another source of complaint was the lack of shopping centres and services such as banks, post offices and police stations. With respect to the overall quality of their dwellings, more than 40 percent of the respondents from the semi-detached/duplex sector and the flats units were totally dissatisfied. The residents desired some changes to the homes and these will be discussed towards the latter part of this chapter.

## **4.4 The Neighbourhood Domain**

### **4.4.1 Introduction**

A "neighbourhood" is both a social and spatial concept. At the simplest level, a neighbourhood is the geographic space in which one feels at home. This is the general area in which neighbouring takes place between residents and neighbours. Residential satisfaction implies household satisfaction with both the home, as a distinct physical object on the one hand, and the neighbourhood, a total of physical and spatial aspect on the other hand (Kaitilla, 1993: 514). Therefore the residents' evaluation about their place of residence is a function of the neighbourhood quality of life, its social fabric, characteristics of the residents, the quality of neighbourhood facilities, the sense of community felt by the residents and their satisfaction with their housing. Therefore, an interaction of multiple factors influences perception of neighbourhood quality (Greenberg, et al., 1994: 84). Satisfaction depends upon perception and both individual and group value systems. Therefore, neighbourhoods can be viewed as physical and social environments that affect the lives of their inhabitants for better or worse (Sawicki and Flynn, 1996: 175).

The following section evaluates the neighbourhood as perceived by the residents, analyses the services provided in the neighbourhood and assesses the degree of solidarity and interaction among the neighbours.

### **4.4.2 Neighbourhood as a place to live**

A very small proportion of all the household heads interviewed (6,9 %) described their neighbourhood as an excellent place to live (Table 4.26). A substantial majority

(86,2 %) of the respondents rated this area as satisfactory to good. Between 80 % percent to 90 percent of the respondents from each of the three housing sectors described Briardale, as a place to live, as satisfactory to good. On the other hand, a small proportion (6,9 %) rated this area as a poor or very poor area to live and most of these were renters. This finding corresponds to Mandic's and Clapham's view that owner-occupied householders are more satisfied with their neighbourhood environment than renter-occupied householders (Mandic and Clapham, 1996: 84).

**Table 4.26 Description of Neighbourhood**

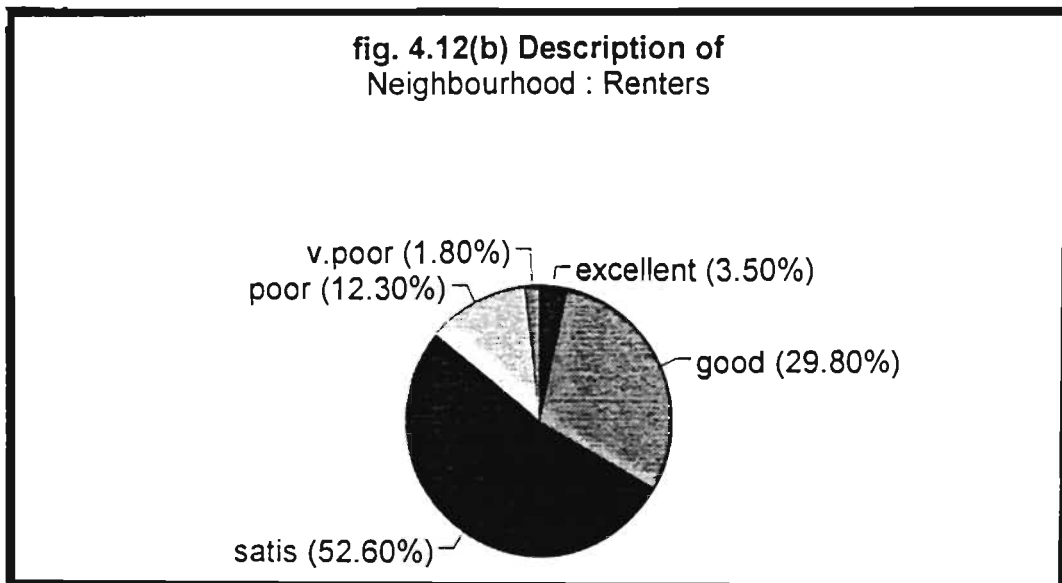
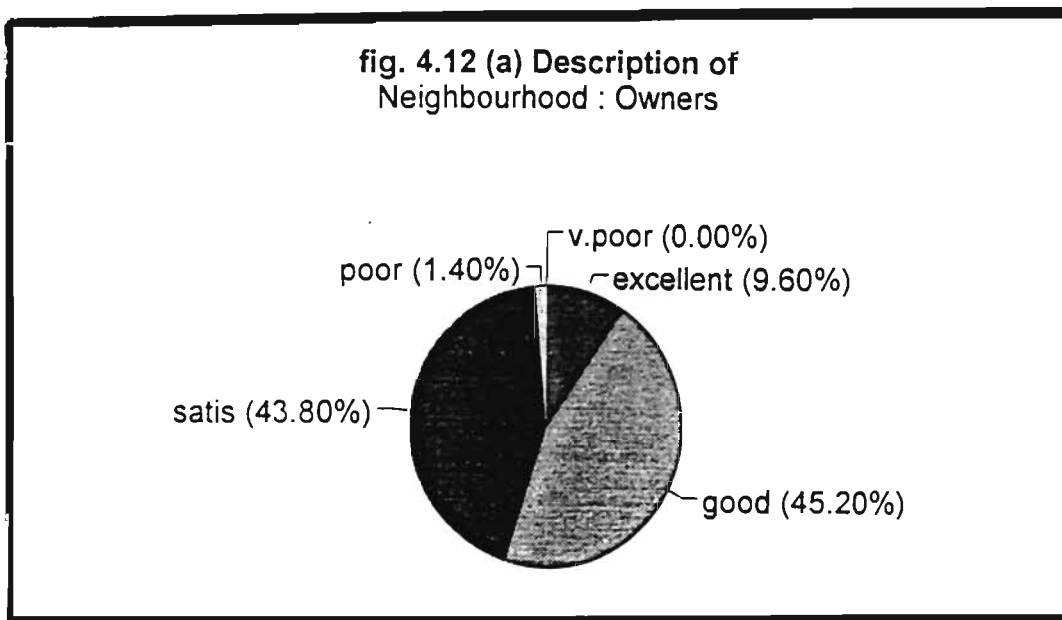
<b>Rating</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total/sample</b>
<b>Excellent</b>	10	8,9	0	6,9
<b>Good</b>	50	36,7	40	38,5
<b>Satisfactory</b>	40	51,1	40	47,7
<b>Poor</b>	0	3,3	16,7	6,1
<b>Very poor</b>	0	0	3,3	0,8
<b>total</b>	100	100	100	100

n= 20
n= 90
n= 30
n= 140

According to fig. 4.12 a significant inference can be made that owners of dwellings are more satisfied than renters with their neighbourhood. Fifty-five percent of the owners described the Briardale neighbourhood as good to excellent place to live as compared to 32 percent of the renters. This is in keeping with Loo's observation that renters were less satisfied with their neighbourhood than were owners (Loo. 1986: 124). Morris and Winter (1978) also found "renters to be consistently more dissatisfied than owners" on all aspects of their housing environment. They felt that the difference between owners

and renters was due mainly to the lack of ownership rather than to specific differences in the dwelling themselves. Analysis of fig. 4.12 also indicates that only 1,4 percent of the owners were dissatisfied with this neighbourhood and rated it as a "poor" place to live as compared to 14, 1 percent of the renters.

**Fig. 4.12 Description of Neighbourhood : Owners vs Renters**



#### 4.4.3 Neighbourhood Problems

The heads of the households were presented with a list of problems affecting their

neighbourhood (Question 6.1 in Appendix 1) and were asked to comment on how these problems affected them. Approximately 56 percent of the respondents felt that unkempt verges posed no serious problem. More than a fifth of the informants stated that the following posed serious problems : theft, muggings, street maintenance and noise. More than a third of those interviewed felt that vandalism and the presence of undesirable people in the vicinity was a minor problem.

**Table 4.27 a. Neighbourhood Problems: Total sample (Percent)**

<b>Problem</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Unoccupied buildings</b>	1,5	4,6	85,4	8,5	100
<b>Vacant land</b>	13,1	16,9	65,4	4,6	100
<b>Dilapidated building</b>	3,8	4,6	83,8	7,8	100
<b>Congested homes</b>	16,2	20	60,8	3	100
<b>Vandalism</b>	10	30	58,5	1,5	100
<b>Theft</b>	25,4	31,5	40,8	2,3	100
<b>Mugging</b>	22,3	27,7	44,6	5,4	100
<b>Undesirable people</b>	16,1	30	48,5	5,4	100
<b>Stray animals</b>	13,1	25,4	60,8	0,7	100
<b>Street maintenance</b>	24,6	27,7	47,7	0	100
<b>Noise</b>	23,8	27,6	45,4	3,2	100
<b>Informal settlement</b>	6,2	10,8	78,4	4,6	100
<b>Transport</b>	15,4	12,3	70	2,3	100
<b>Unkempt verges</b>	0	56,2	43,8	0	100
<b>Scrap vehicles</b>	0	16,9	83,1	0	100

n=140

- 1 = serious problem
- 2 = minor problem
- 3 = no problem
- 4 = no comment
- 5 = total

With respect to "theft" as a problem affecting the residents of Briardale, 60 percent of the respondents from housing sector 1 and 27,8 percent of group 2 felt that this was a minor problem (Table 4.27 b). Approximately 30 percent from group 2 and 13 percent from group 3 regarded theft in this area as a serious problem. Mugging was considered by more than a fifth of the respondents from each of the housing sectors as a serious problem. A very large proportion (more than 60 %) felt that the presence of the small informal settlement in the vicinity posed no problem whatsoever. Between 40 percent to 60 percent of the informants from all the housing groups were concerned about the loud noise emanating in the area as a result of traffic and loud music. There was unanimous agreement amongst all the residents that there was no problem with respect to transport facilities.

**Table 4.27b Neighbourhood Problems: Individual Housing Sectors**

**(Percent)**

PROBLEM	SINGLE COTTAGE				SEMI DET/DUPLEX				FLATS			
	1	2	3	4	1	2	3	4	1	2	3	4
Unoccupied Buildings	0	10	90	0	2.2	5.6	83.3	8.9	0	0	90	10
Vacant land	30	20	40	10	15.6	20	60	4.4	0	6.7	86.7	6.6
Dilapidated Buildings	10	10	70	10	4.4	5.6	82.2	7.8	0	0	93.3	6.7
Conjested Homes	0	20	80	0	20	16.7	60	3.3	10	30	56.7	3.3
Vandalism	0	30	70	0	12.2	26.7	58.9	2.2	6.7	40	53.3	0
Theft	10	60	30	0	31.1	27.8	38.9	2.2	13.3	33.3	50	3.4
Muggings	10	40	50	10	22.2	24.4	46.7	6.7	26.7	33.3	36.7	3.3
Undesirable People	10	20	70	0	18.9	27.8	47.8	5.5	10	40	43.3	6.7
Stray animals	10	10	70	10	16.7	25.6	57.7	0	3.3	30	66.7	0
Street Maintenance	20	20	60	0	31.1	23.3	45.6	0	6.7	43.3	50	0
Noise	10	30	60	0	22.2	26.7	47.8	3.3	33.3	30	33.3	3.4
Informal Settlement	0	40	60	0	8.8	11.1	76.7	3.4	0	0	90	10
Transport	20	10	70	0	20	16.7	60	3.3	0	0	100	0
Unkempt verges	0	50	50	0	0	55.6	44.4	0	0	23.3	76.7	0
Scrap Motor Vehicles	0	20	80	0	0	14.4	85.6	0	0	23.3	76.7	0

- 1 - Serious problem
- 2 - Minor problem
- 3 - No problem
- 4 - No comment

#### **4.4.4 Quality of Service in Briardale**

A very large proportion of the residents (more than 70 %) were totally disappointed and extremely dissatisfied at the provision of public facilities such as libraries, community halls and community centres, telephone services and recreational facilities (Table 4.28 a). No sports grounds exist in this area and it was felt that the provision of recreational facilities by the municipal authorities is being neglected. The other services which received negative criticism were the lack of public security, on site parking, medical services, markets and shops. The respondents (63,1 %) were very satisfied with the supply of electricity and water. Although the refuse removal services was given a favourable rating, the residents felt that this service should be provided twice per week instead of the present once per week. Only one-fifth of the respondents gave a rating of "satisfactory" with the provision of parks and play areas in this area.

**Table 4.28 a. Quality of Service : Household Heads (Percent)**

Services	Total : Household Heads					
	1	2	3	4	5	6
Refuse removal	17,7	37,7	20	17	7,6	100
Kerb cleanliness	6,2	17,7	40	23,1	13	100
Street width	7	8,5	26,9	40	17,6	100
Street lights	9,2	28,5	21,5	30,8	10	100
Speed breakers	0	3,1	4,6	20	72,3	100
Electricity supply	63,1	17	13,7	6,2	0	100
On site parking	30	18,5	13,1	17,7	20,7	100
Telephone	2,3	2,3	6,9	17	71,5	100
Security control	6,9	4,6	23,8	37,7	27	100
Bus service	38,5	17	20,8	11,5	12,2	100
Recreational	1,5	1,5	7,7	23,1	66,2	100
Parks/play areas	6,2	16,2	30,8	29,2	17,6	100
Medical facilities	5,4	6,2	12,4	27	49	100
Nearness to school	49,2	26,1	8,5	6,9	9,3	100
Nearness to shops	6,9	12,2	27,7	24,6	46,8	100
Library	0	0	0	11,5	88,5	100
Community centres	0	0,8	2,3	22,3	74,6	100

n=140

1 = very satisfied

2 = satisfied

3 = average

4 = dissatisfied

5 = very dissatisfied

6 = total

The respondents from the single cottages were totally dissatisfied with the following services: public library, community centres/halls, recreational facilities, and speed

breakers (Table 4.28 b). About 90 percent were unhappy with the provision of public telephone services and 70 percent had great concern about the security control and police services in the area. Only two services, ie. school facilities and the supply of electricity received good support.

**Table 4.28 b. Quality of service: Head: Single cottages (Percent)**

Services	Heads of Single Cottages					
	1	2	3	4	5	6
Refuse removal	10	40	30	10	10	100
Kerb cleanliness	10	20	30	30	10	100
Street width	10	30	40	20	0	100
Street lights	30	40	0	20	10	100
Speed breakers	0	0	0	10	90	100
Electricity supply	80	10	10	0	0	100
On site parking	60	0	0	10	30	100
Telephone	0	0	10	10	80	100
Security control	0	0	30	40	30	100
Bus service	20	20	50	10	0	100
Recreational	0	0	10	40	50	100
Parks/play areas	10	20	20	30	20	100
Medical facilities	0	20	20	10	50	100
Nearness to school	50	30	0	20	0	100
Nearness to shops	0	20	20	30	30	100
Library	0	0	0	20	80	100
Community centres	0	0	0	20	80	100

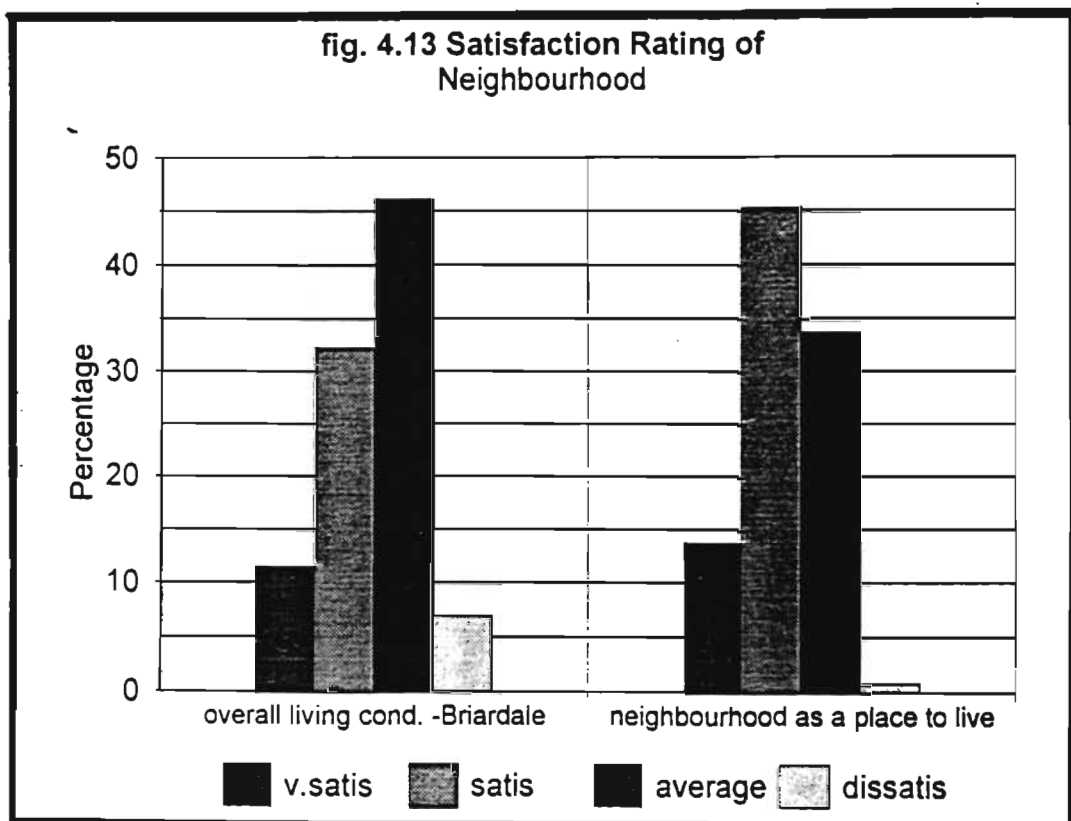
n= 20

Similarly the respondents from the semi-detached units and the flats expressed the same

degree of dissatisfaction as those from the single cottages with the services in this area. Whereas 20 percent of the respondents from the single cottages were satisfied with the bus service, approximately 80 percent of the heads from the other two housing groups expressed great satisfaction with this service.

#### 4.4.5 Neighbourhood Satisfaction

The respondents from all the housing sectors were required to rate the overall living condition in Briardale on a five-point scale. Approximately 11,5 percent of the residents rated the overall living condition as "very satisfactory" and 32,3 percent as satisfactory (Fig. 4.13). Only 3,1 percent were totally dissatisfied with the living conditions in Briardale. With respect to rating the whole neighbourhood (Newlands West) as an ideal place to live, 13,8 percent were very satisfied whilst 6,2 percent were dissatisfied. The majority of the residents rated the neighbourhood as "average" and "satisfactory".



It has been observed that almost an equal number of respondents (10 %) from each of the housing sectors were either dissatisfied or very dissatisfied with the overall living condition in Briardale (Table 4.29). Ten percent of the residents from the high income group were very satisfied and this was endorsed by 14,4 percent from the middle income group and only 3,3 percent from the lower income group. More than 40 percent from each group rated the living conditions here as "average". It can also be deduced from table 4.29 that more owners of properties were very satisfied with the living conditions in Briardale than renters (13,7 % and 8,8 % for owners and renters respectively).

**Table 4.29 Overall living conditions in Briardale: Individual housing sectors (Percent)**

Rating	1	2	3	4	5
Very satisfactory	10	14,4	3,3	13,7	8,8
Satisfactory	40	27,8	43,3	27,4	38,6
Average	40	47,8	43,3	47,9	43,9
Dissatisfied	10	5,5	10.1	6,8	7
Very dissatisfied	0	4,5	0	4,2	1,7
<b>Total</b>	100	100	100	100	100
	n=20	n=90	n=30	n=79	n=61

- 1 = single cottage
- 2 = semi-detached/duplex
- 3 = flats
- 4 = owner
- 5 = renter

#### 4.4.6 Services provided by the Municipality and Local Residents

##### Association

Approximately 13 percent of the residents were very dissatisfied with the services provided by the municipality in this neighbourhood and most of these were from the middle income group (Table 4.30). Approximately 70 percent of the respondents from the higher and lower income groups were either satisfied or very satisfied with the municipal services as compared to 35,5 percent from the middle income group.

**Table 4.30 Satisfaction of Municipal Services (percent)**

Housing sector	Rating					
	1	2	3	4	5	6
Single cottage	10	60	0	20	10	100
Semi-detached/duplex	5,5	30	26,7	20	17,8	100
Flats	10	63,3	20,1	3,3	3,3	100
<b>Total sample</b>	6,9	40	23,1	16,2	13,8	100

1 = very satisfied

2 = satisfied

3 = average

4 = dissatisfied

5 = very dissatisfied

6 = total

The services offered by the local residents association received a very low rating. More than half of the respondents were totally dissatisfied while 27,7 percent were dissatisfied (Table 4.31). Not a single respondent from housing group 3 was satisfied with this organisation. This organisation received a rating of "average" to "very satisfied" by only

22,2 percent of the total number of household heads interviewed. The same rating was accorded by 21,8 percent of the owners and 22,8 percent of the renters of property. Forty-four percent of the owners and 57,9 percent of the renters were very dissatisfied with the services of this local organisation.

**Table 4.31 Satisfaction rating of Local Residents Association**

(Percent)

Housing Sector	Rating					TOT
	1	2	3	4	5	
Single cottage	10	20	10	20	40	100
Semi-det/duplex	3,3	7,7	12,2	31,1	45,7	100
Flats	0	0	13,3	20	66,7	100
Owners	2,7	8,2	10,9	34,2	44	100
Renters	3,5	5,3	14	19,3	57,9	100
Total sample	3	6,9	12,3	27,7	51,1	100

- 1 = very satisfied
- 2 = satisfied
- 3 = average
- 4 = dissatisfied
- 5 = very dissatisfied

#### 4.4.7 Friendliness of neighbours and neighbourhood safety

More than a third of all the respondents were very satisfied with the friendly association of the neighbours and approximately two-fifth were quite satisfied (Table 4.32). Those who were very satisfied comprised 40 percent of group 1, 27,8 percent from group 2 and 43,3 percent from group 3. A very small proportion (2,3 %) were totally dissatisfied with the friendliness of the neighbours and most of these came from group 1. However,

according to table 4.32 it can be inferred that there is unity in this neighbourhood.

**Table 4.32 Friendliness of neighbours (Percent)**

Rating	Group 1	Group 2	Group 3	Tot/sample
Very satisfied	40	27,8	43,3	32,3
Satisfied	40	42,2	36,7	40,8
Average	10	24,4	16,7	21,5
Dissatisfied	0	3,3	3,3	3,1
Very dissatisfied	10	2,3	0	2,3
<b>Total</b>	100	100	100	100

The safety aspect of the neighbourhood received a rating ranging from average to very satisfactory by approximately two-thirds of the respondents (Table 4.33). A greater number of respondents from the single cottages (20 %) were very satisfied with the safety factor as compared to only 3,3 percent from the flats sector. More than 10 percent from housing groups 2 and 3 expressed great dissatisfaction and were sceptical about the safety of the neighbourhood.

**Table 4.33 Safety of Neighbourhood (Percent)**

Housing Group	1	2	3	4	5	6
Single cottage	20	40	20	20	0	100
Semi-detached/duplex	12,2	31,1	27,8	15,6	13,3	100
Flats	3,3	40	60	6,7	10	100
<b>Total Sample</b>	10,8	33,8	30	13,8	11,6	100

1 = very satisfied

2 = satisfied

3 = average

4 = dissatisfied

5 = very dissatisfied

6 = total

#### 4.4.8 Future Residential Mobility

The residential and neighbourhood satisfactions are presumed to have a direct bearing on the other states of mind. For example, we would naturally expect that satisfaction or dissatisfaction with the residential environment would be one potent determinant of intentions to move to another residence (Campbell, *et al.*, 1976). A similar view, ie. relationship between mobility and neighbourhood satisfaction, was expressed by Lansing, *et al.* (1970).

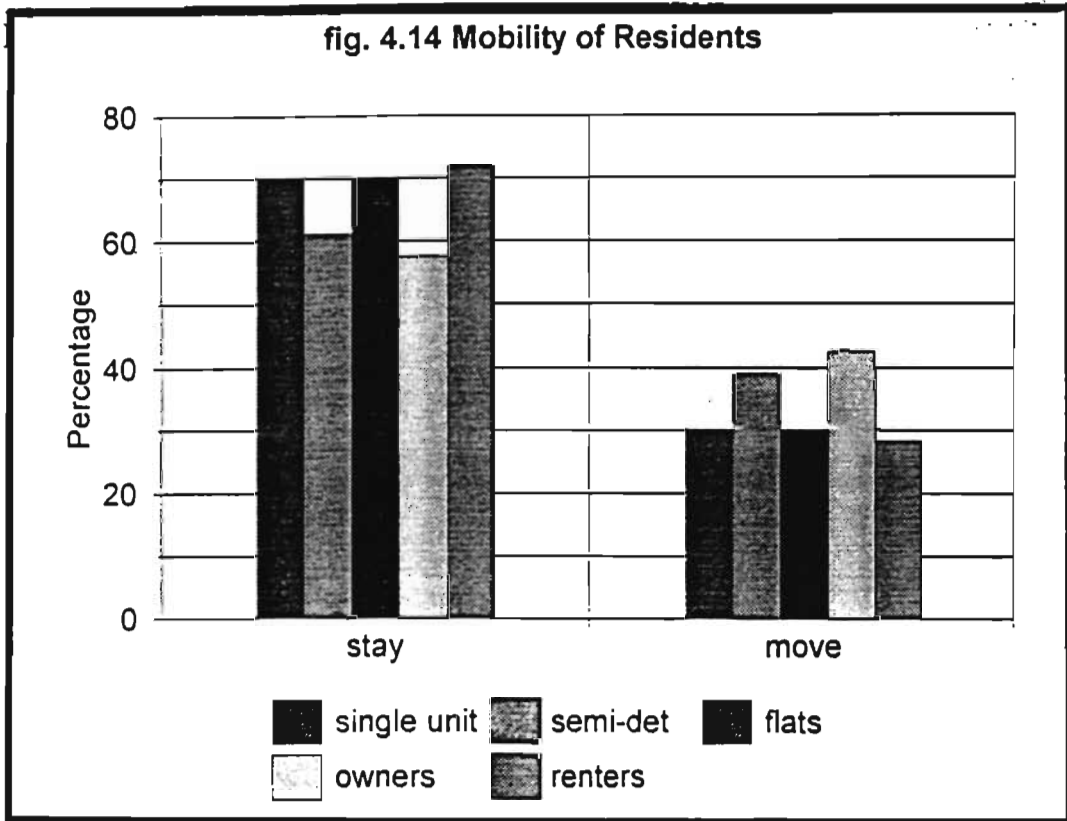
It was significant to note that a large proportion (83,1 %) of the respondents expressed satisfaction with the neighbourhood and stated that they would encourage others to live in this area (Table 4.34). Similarly, 82,2 percent of the owners and 84,4 percent of the renters expressed the same view. Only one-sixth of the respondents indicated that they would not encourage others to settle in Briardale.

**Table 4.34 Encourage others to settle in Briardale**

	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total</b>	<b>Owner</b>	<b>Renter</b>
<b>Yes</b>	90	83,3	80	83,1	82,2	84,2
<b>No</b>	10	16,7	20	16,9	17,8	15,8
<b>Total</b>	100	100	100	100	100	100
	n= 20	n= 90	n=30	n= 140	n= 79	n= 61

When the respondents were questioned about the personal intentions on mobility, 63,8 percent stated that they would definitely live in Briardale while 36,2 percent indicated that they would relocate (fig. 4.14). Seventy percent of the household heads from housing groups 1 and 3 indicated that they preferred to live in this area. Only 28

percent of the informants who were renters and 42,5 percent who were owners expressed their wish to move out of Briardale.



The respondents who expressed their wish to relocate were required to name the areas they preferred. However, 65,7 percent made no comments (Table 4.35). Only 34,3 percent named the areas they preferred. A total of 11 areas were identified and these are reflected in table 4.35. Considering those who visualised their place of relocation, the numbers ranged from 2 percent to 16 percent to each of the areas identified. It is interesting to note that 60 percent of the respondents from the flat sector preferred to move to another suburb in Newlands West.

**Table 4.35 Place of Relocation (Percent)**

<b>Area</b>	<b>Percent</b>
Newlands West	12,3
Parlock	12,5
Reservoir Hills	10,4
Asherville	6,3
Durban North	10,4
Morningside	8,3
Overport	12,5
Westville	16,7
Kloof	2,1
Yellow-wood Park	4,2
Queensburgh	4,3
<b>Total</b>	<b>100</b>

n= 48

#### **4.4.9 Positive features of the neighbourhood**

The most important positive features cited by the respondents were: friendly people (28,2 %), convenient location to work and city centre (24,5 %), quiet suburb (19 %), and peaceful area (17,2 %) (Table 4.36). Between 20 and 34 percent of the respondents stated that the convenient location of Briardale to their workplace was the most important positive feature. They also found the accommodation to be cheaper and more comfortable.

**Table 4.36 Positive Features in the Neighbourhood (Percent)**

<b>Positive features</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Total</b>
<b>Quite</b>	14,3	21,4	15,7	19
<b>Peaceful</b>	21,4	19,4	11,8	17,2
<b>Friendly people</b>	28,6	31,6	21,6	28,2
<b>Convenient location</b>	28,6	19,4	33,3	24,5
<b>Cheap accommodation</b>	0	5,1	5,9	4,9
<b>Comfortable</b>	7,1	3,1	11,6	6,2
<b>Total</b>	100	100	100	100

n= 14
n=98
n= 51
n=163

#### **4.4.10 Negative Features in the Neighbourhood**

The most important negative features highlighted in this neighbourhood were: lack of recreational and entertainment facilities (28,9 %), lack of shopping centres and public security (21,7 %), taxi violence and hijacking (13,8 %), theft and crime (12,6 %) (table 4.37). The respondents from the single cottage cited crime and litter to be the negative features whilst those from the flats felt the lack of recreational, entertainment and shopping facilities as the major negative factors.

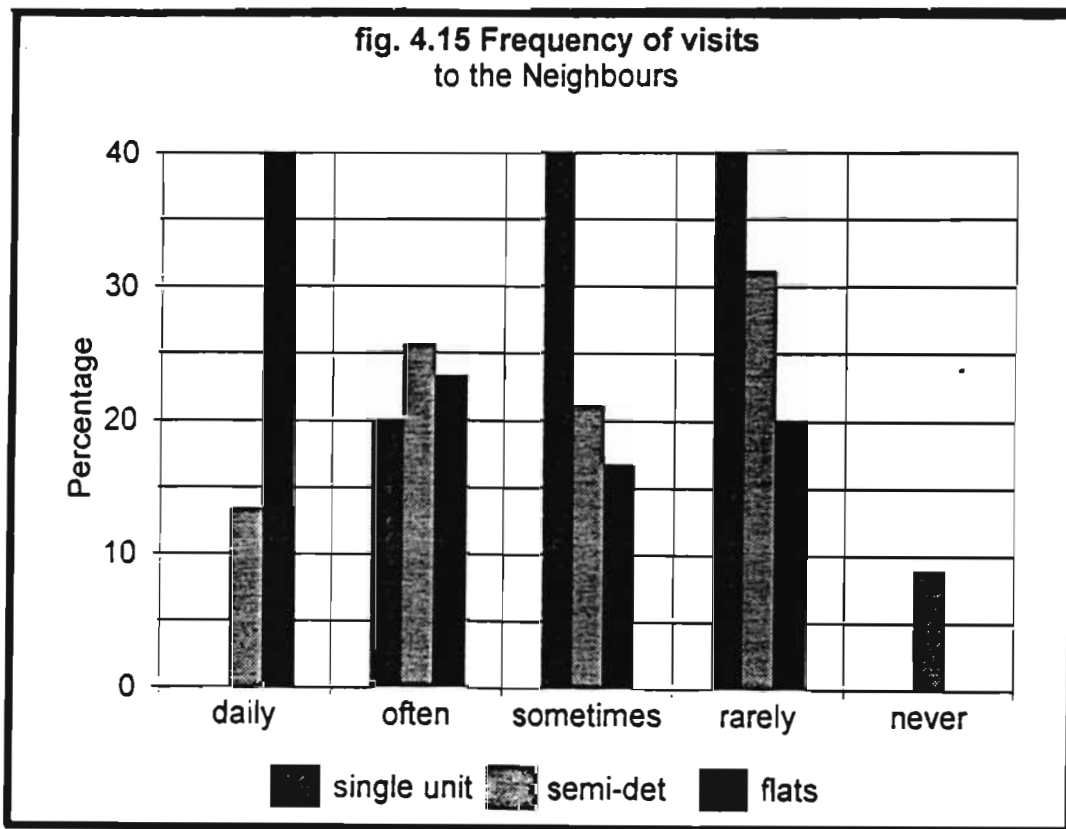
**Table 4.37 Negative features in the Neighbourhood (Percent)**

Negative Features	Group 1	Group 2	Group 3	Tot/sam.
Unfriendly people	11,1	0	12	2,4
Crime/Theft	22,2	12,9	8	12,6
Taxi violence/hijack	22,2	13,8	12	13,8
Lack of shops and public security	0	21,9	28	21,7
Lack of recreational and entertainment	0	30,3	32	28,9
Litter	33,3	8,3	0	8,4
Loud noise	0	1,5	0	1,2
Illicit liquor	0	8,3	8	7,8
Steep gradient	11,2	3	0	3,2
<b>Total</b>	100	100	100	100

#### **4.4.11 Neighbourhood Solidarity and Interaction**

##### **i. Frequency of visits to neighbour**

The frequency of visits to neighbours was highest among the flat dwellers and least among those living in the single cottages. Forty percent of the respondents from the flats sector visited their neighbours daily and 23,3 percent quite often (Fig. 4.15). Amongst the respondents from the single cottages, there were no daily visits whilst 20 percent indicated that they visited their neighbours quite often. On the other hand a small proportion (8 %) from the semi-detached/duplex sector never visited their neighbours. The figure indicates that the greatest degree of interaction among neighbours was amongst the flat dwellers.



## ii. Nature of social interaction

None of the respondents from the flats or the individual cottages borrowed or exchanged items with their neighbours on a daily basis (Table 4.38). An almost equal proportion (between 20 % to 27 %) from all the housing groups never shared or exchanged items with their neighbours. Moreover, over 40 percent from each of the housing sectors indicated that they very rarely shared, borrowed or exchanged items with the neighbours.

**Table 4.38 Nature of social Interaction (Percent)**

**(Sharing/exchanging items)**

<b>Frequency</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>Daily</b>	0	1,1	0
<b>Often</b>	0	7,7	6,7
<b>Sometimes</b>	40	20	20
<b>Very rarely</b>	40	43,3	50
<b>Never</b>	20	27,9	23,3
<b>Total</b>	100	100	100

n= 20      n= 90      n= 30

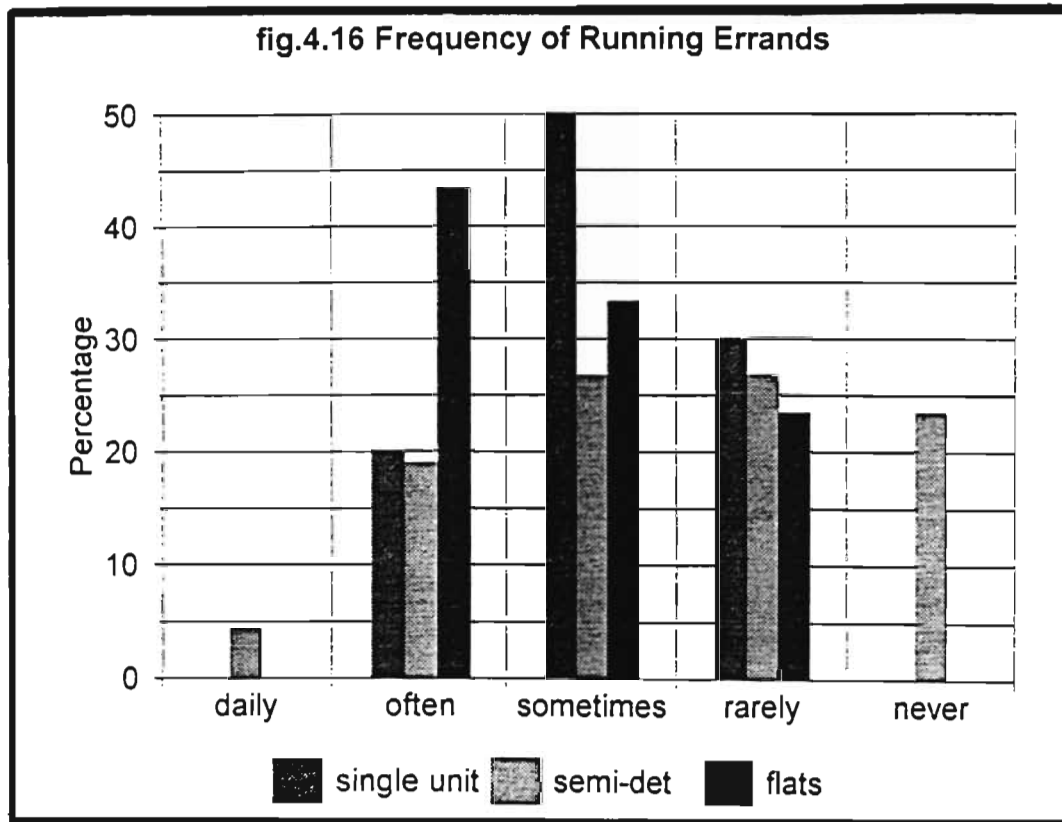
As with the exchange of items and ideas, the greatest frequency of assisting others came from the respondents of housing group 2. More than 14 percent of the dwellers from this group assisted their neighbours quite often or daily whilst none from group 1 did so (Table 4.39). Fifty percent of those interviewed in group 1 stated that neither they nor their neighbours ever assisted each other. A similar perception was expressed by 27,8 percent of the dwellers from group 2. This finding indicates that there is greater solidarity amongst neighbours living in the flats and the semi-detached units.

**Table 4.39 Frequency of Assisting each other in the Neighbourhood**  
(Percent)

Frequency	Group 1	Group 2	Group 3
Daily	0	1,1	0
Often	0	13,3	10
Sometimes	40	30	40
Very rarely	30	27,8	46,7
Never	50	27,8	3,3
<b>Total</b>	100	100	100

n= 20
n= 90
n= 30

Analysis of fig.4.16 indicates that only the residents from the semi-detached units are prepared to run errands on a daily basis for their neighbours. More than 43 percent from the flats run errands quite often and one third do so sometimes. While 23,3 percent from housing group 2 stated that neither they nor their neighbours ever run errands for each other, none from the other two housing groups mentioned this.



Between 49 percent to 57 percent of the residents from each of the housing sectors indicated that neither they nor their neighbours ever discussed personal problems with each other (Table 4.40). A small proportion (7,7 %) from housing group 2 discussed their personal problems with the neighbours quite often or daily. It is observed from the table that the residents from group 2 have more confidence in their neighbours than those from the other two housing sectors because they discuss their problems with the neighbours more frequently.

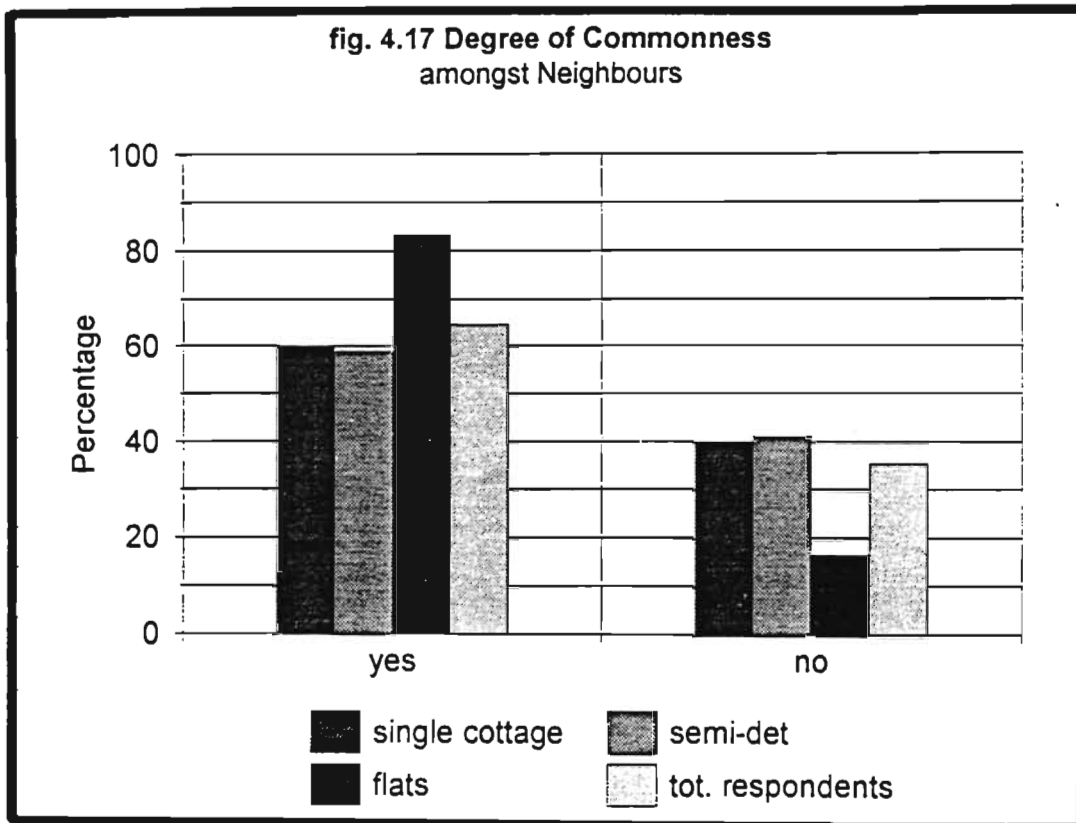
**Table 4.40 Frequency of discussing personal problems**

<b>Frequency</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>Daily</b>	0	1,1	0
<b>Often</b>	0	6,6	3,3
<b>Sometimes</b>	20	5,5	13,3
<b>Rarely</b>	30	37,8	26,7
<b>Never</b>	50	49	56,7
<b>Total</b>	100	100	100

n= 20                  n= 90                  n= 30

Although the degree of social interaction varied amongst the residents of each of the housing groups, there was a unanimous agreement amongst all household heads that if there was an emergency at their neighbour's home, they will definitely assist.

Approximately two-thirds (64,6 %) of all the respondents felt that they have a lot in common with their neighbours (Fig. 4.17). The greatest proportion of the informants who had a lot in common with their neighbours came from group 3 (83,3 %) and the least from group 2 (58,9 %).



The degree of close interaction amongst the neighbours is indicated in table 4.41 where it can be observed that approximately two-thirds of the respondents knew nearly all or all their neighbours by name. The greatest degree of interaction was observed amongst the flat dwellers where it is seen that a very small proportion (13,4 %) knew a few neighbours by name whilst the others knew nearly all. On the other hand only 10 percent of the dwellers in the individual homes knew all their neighbours by name. The flat dwellers are more closely knit than the dwellers from the other housing sectors and assist each other more often (fig.4.16). The residents from the single cottages lead a more independent life. This finding is contradictory to the views of NASA and Julian (1995) that people living in dwellings with their own yards had a greater sense of community than those in multi storeyed buildings.

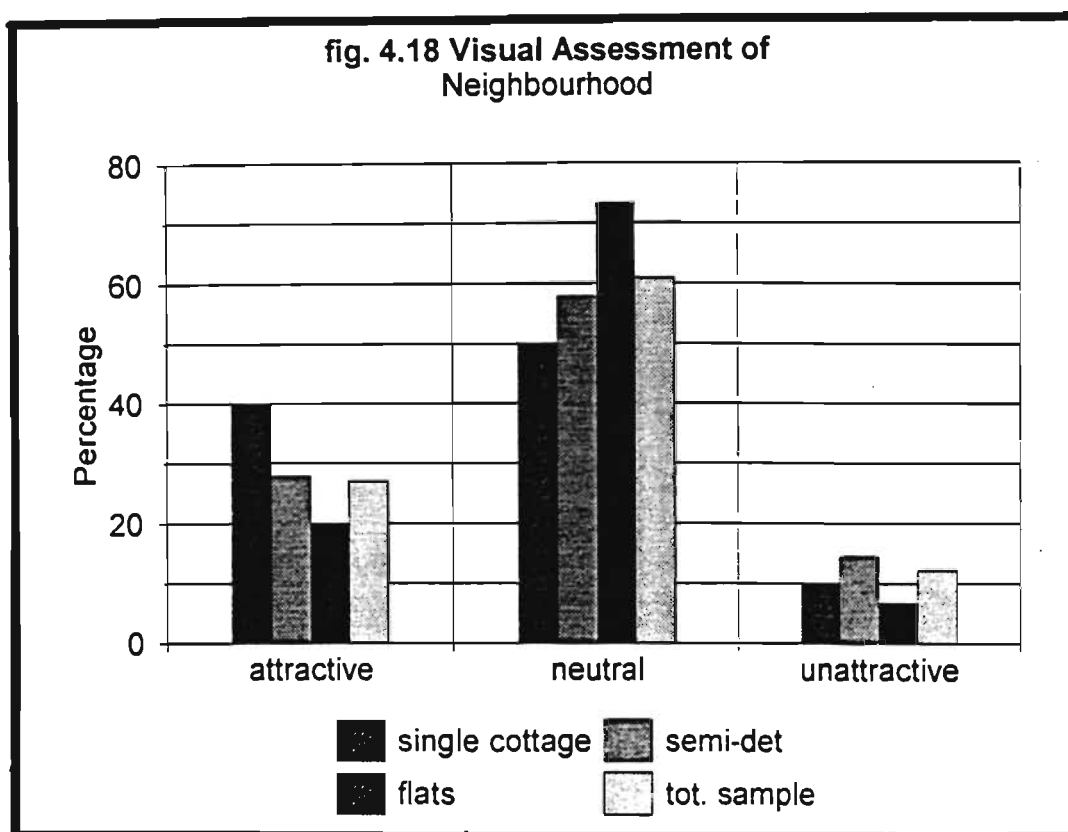
**Table 4.41 Neighbours known by name**

<b>Number</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>	<b>Tot/sample</b>
<b>All of them</b>	10	35,6	33,3	33,1
<b>Nearly all</b>	0	31,1	36,6	30
<b>Half of them</b>	30	14,4	16,7	16,2
<b>Few of them</b>	60	18,9	13,4	20,7
<b>Total</b>	100	100	100	100

n= 20      n= 90      n= 30      n= 140

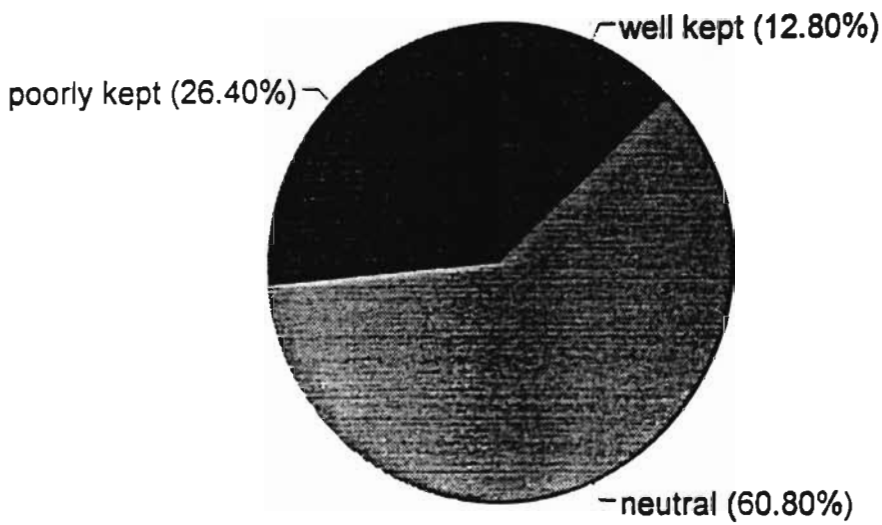
**iii. Visual assessment of the Neighbourhood**

The majority of the respondents (60 %) were neutral and did not wish to comment on the neighbourhood. A very small proportion (12,2 %) viewed their neighbourhood as unattractive (Fig. 4.18). Between 20% to 40 % of the respondents described their neighbourhood as attractive and most of these were from the individual homes.



Just as the respondents assessed their neighbourhood as neither attractive nor unattractive, they felt that the neighbourhood was neither well kept nor properly maintained. Approximately a quarter of the informants (26,4 %) felt that their neighbourhood was not well maintained (fig. 4.19) and expressed some degree of concern in this regard.

**fig. 4.19 Neighbourhood Maintenance**



#### **v. Neighbourhood Support**

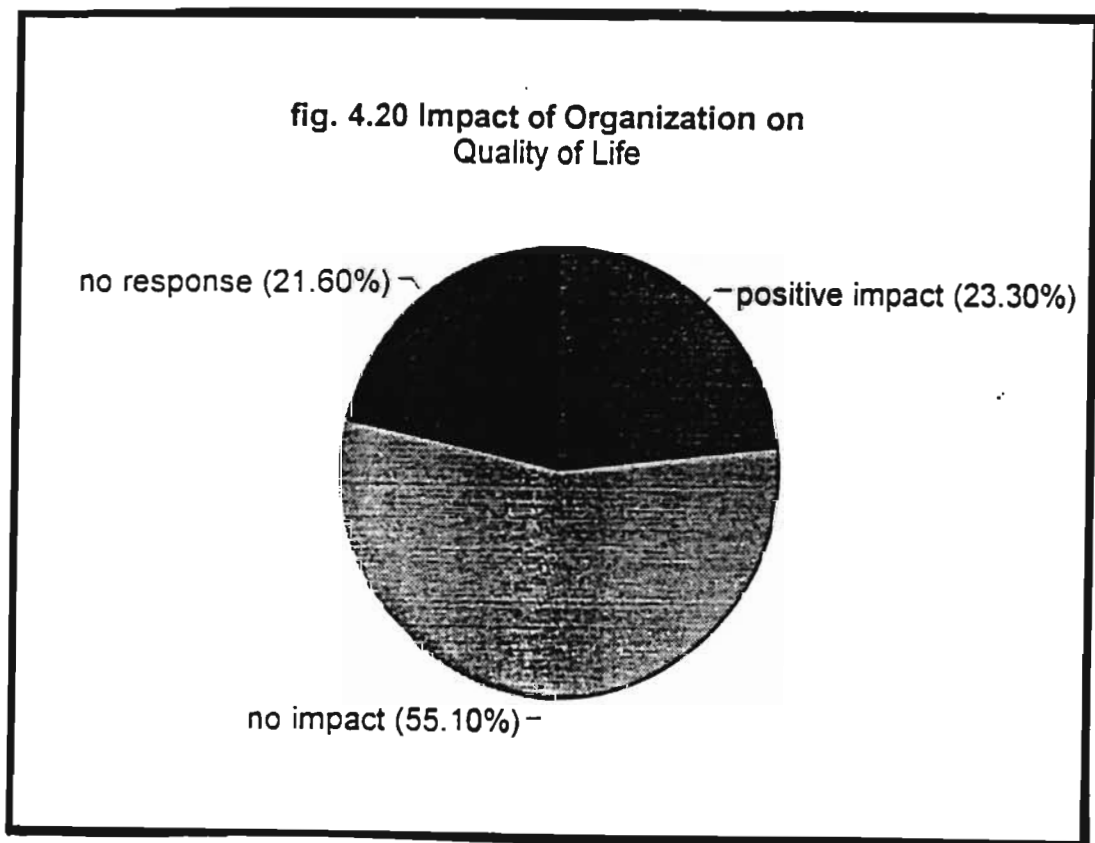
Forty percent of the respondents from housing group 1 were aware of community organizations in Briardale as compared to 28,9 percent from group 2 and 23,3 percent from group 3 (Table 4.42). Overall, few people were really aware of any community organization in the area. Most members of community organizations were from group 1 (30 %) and the least from group 3 (16,7 %). Religious bodies recorded the highest membership absorbing between 40 % to 50 % of the respondents. More than three-quarters of the respondents from group 2 and two-fifths from group 1 attended meetings regularly. Table 4.42 displays a greater degree of community participation by dwellers from housing groups 1 and 2. A possible reason for the small percentage of community participation is that there are no community centres in the area where meetings and

religious services could be held.

**Table 4.42 Awareness of Neighbourhood/community Organizations,  
Membership Type, Attendance at Meetings (Percent)**

Categories	Group 1	Group 2	Group 3
<b>A. Awareness</b>			
2 Yes	40	28,9	23,3
No	60	71,1	76,7
Total	100 (n=20)	100 (n=90)	100 (n=30)
<b>B. Membership</b>			
Yes	30	21	16,7
No	70	79	83,3
Total	100 (n=20)	100 (n=90)	100 (n=30)
<b>C. Organization</b>			
Neighbourhood	33,3	5,5	40
Religious	33,3	50	40
School Association	33,4	22,2	0
Social	0	22,3	20
Total	100 (n=6)	100 (n=18)	100 (n=5)
<b>D. Attendance</b>			
Yes	66,7	77,7	40
No	33,3	22,3	60
Total	100 (n=6)	100 (n=18)	100 (n=5)

Approximately a quarter (23,3 %) of those who were members of organizations stated that these organizations made an impact on the quality of their lives, whilst 55,1 percent felt that it made no impact on them. About 21,8 percent did not respond (Fig. 4.20). Those who stated that participation in community organizations made an impact on their lives felt that it made them more responsible, created a sense of belongingness, made them aware of the problems in the area and provided satisfaction in solving these problems.



#### 4.4.12 Changes suggested to improve the quality of life

Residents are constantly making changes to their environment, whether it is the dwelling

or neighbourhood, to satisfy their needs and improve their quality of life. According to Smith (1994: 139) human need satisfactions in a broad sense indicates how well-being is determined. The changes desired by the residents of Briardale are categorised below as housing, social interaction, immediate living environment and provision of public facilities

#### **i. Changes desired in housing**

Approximately one-third of the respondents from house groups 2 and 3 indicated that changes be made to the interior of their homes (Table 4.43). They suggested that essential needs such as the supply of hot water, installation of power points and plastering of the walls would make them happier. All the respondents from the flats indicated that their dwelling had only one plug point and that was in the kitchen. Although the informants from the single cottages were happy with the interior of their homes, 44,4 percent felt that the bedrooms were too small and these needed to be enlarged. Approximately 36,3 percent of the residents from the flats suggested that changes be made to sanitation facilities. They felt that the bathroom and toilet should be separated and an additional toilet be provided upstairs where the bedrooms are situated. These residents also desired to have a wash basin installed in the dining room.

Most of the residents were quite satisfied living in the semi-detached, duplex and flats units since only 10 % from each of these housing sectors desired to live in a single cottage. This finding is in direct contradiction to the view of Mandic and Clapham that the vast majority of people prefer a detached family house with a garden, which was

considered to be synonymous with ownership of a single cottage (Mandic and Clapham, 1996: 90).

**Table 4.43 Changes desired in the Dwelling**

Category	Group 1	Group 2	Group 3
Exterior changes	33,3	12,5	7,8
Room size	44,4	29,6	9,8
Single dwelling	0	10,1	10,7
Internal improvement	22,3	35,4	35,4
Sanitation	0	12,4	36,3
Total	100	100	100

n= 9
n= 169
n=102

## ii. Social interaction

Most of the dwellers felt that in order to attract greater participation in community activities and encourage social interaction, there is need for the formation of more community groups. This area lacks a community centre and it was felt by more than 25 percent of the respondents that this facility is urgently needed (Table 4.44). Coupled with the need for a community centre there was a need to form social and recreational groups. The community, at the time of this research, was not aware of any recreational club existing in the area. The residents also felt that there was an urgent need for a sportsfield since none existed in the area. Approximately 15 percent to 23 percent of the respondents from each of the housing sectors indicated there was a need to form youth and recreational clubs to attract community interaction and togetherness.

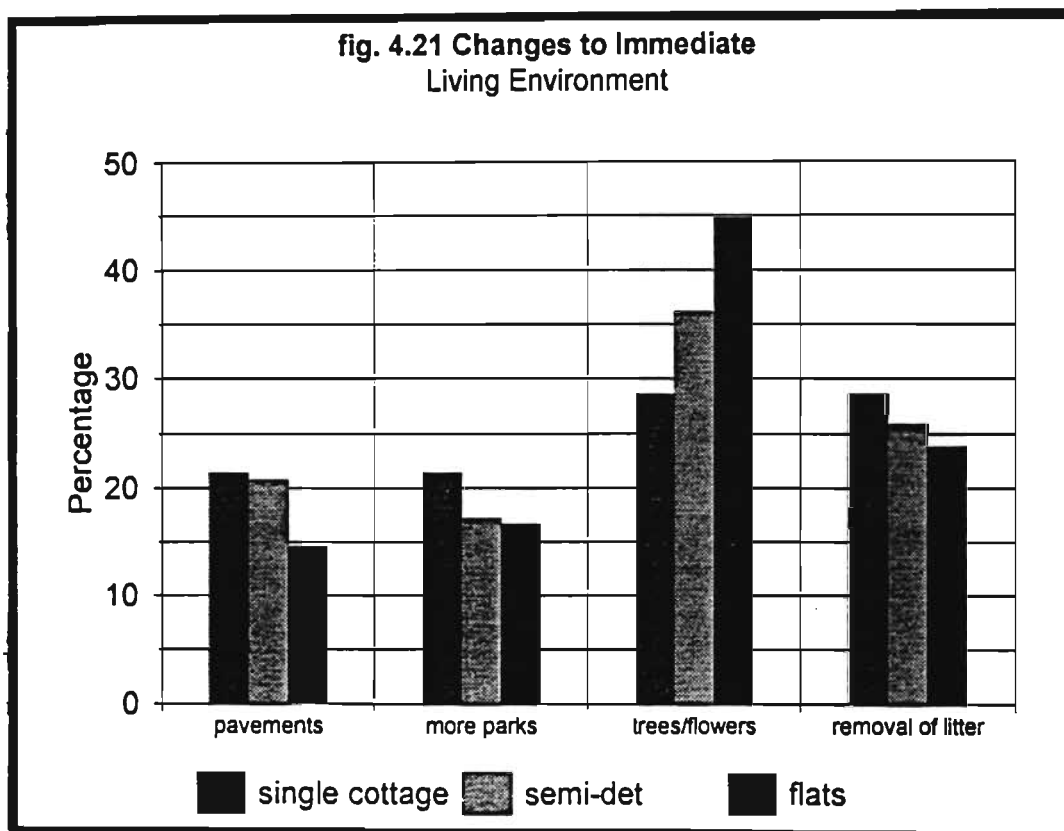
**Table 4.44 Suggestions to improve social contact (Percent)**

<b>Formation of groups</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>Social</b>	23	22,1	17,7
<b>Cultural</b>	9,1	10,1	20,6
<b>Recreation/youth</b>	22,8	20,1	14,5
<b>Women's circle</b>	9,1	13,4	7,9
<b>Children play centre</b>	13,6	10,5	9,5
<b>Community centre</b>	22,4	23,8	29,8
<b>Total</b>	100	100	100

n= 22
n= 149
n= 62

### **iii. Changes to the immediate living environment**

The residents agreed that changes had to be made to their immediate environment to make it look attractive and inculcate a positive perception of the neighbourhood. Between 30 percent to 45 percent of the residents felt that the parks and gardens department of the local municipality did very little to make this area look attractive (fig. 4.21). They suggested that trees and flowers be planted along all the streets of Briardale. The residents were reluctant to make changes to the area in front of their property since no pavements are provided. Approximately one-fifth of the residents insisted that pavements be provided for the safety of pedestrians and for further improvement to take place. There was a strong feeling that more parks be provided in the area and the municipality pays greater attention to the cleanliness of the area. This was endorsed by a quarter of all the residents interviewed.



#### iv. Provision of public facilities

There are certain basic facilities that are lacking in this area. The residents felt that these basic needs (Table 4.45). are essential in order to improve their well-being and level of satisfaction. The largest proportion from each of the housing groups (between 15 % and 33 %) felt that the priority was public libraries and recreational facilities. There was also a need for traffic lights, especially, at the intersection of Briardale Drive and Inanda Road. Amongst the flat dwellers there was a need for bus shelters in the area.

**Table 4.45 Need for Public Facilities**

<b>Facilities required</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
<b>Recreational</b>	29,2	23,6	15,5
<b>Library</b>	25	15,7	19,2
<b>Post Office</b>	12,5	2,9	4,8
<b>Police Station</b>	4,2	2,9	1,2
<b>Traffic lights</b>	12,5	6,3	0
<b>Shopping centres</b>	8,3	10,1	5,7
<b>Bus shelters</b>	0	10,1	14,3
<b>Public telephone</b>	4,2	4,8	13,1
<b>Community halls</b>	1	11,6	10,7
<b>Clinics</b>	1	7,2	11,9
<b>Creches</b>	2,1	4,8	3,6
<b>Total</b>	100	100	100

n= 24

n= 208

n= 84

It is observed from the above table that the residents from the flats sector felt more secure than the other residents since only 1,2 percent felt there was a need for a police station in Briardale.

#### **4.4.13 Summary of Neighbourhood Domain**

Of the three housing sectors, most of the dwellers from the single cottages (60 %) rated their neighbourhood as a good and excellent place to live whereas none from the flats unit found this to be an excellent place. It was, further, established that owners of properties (54,8 %) expressed a high degree of satisfaction with their neighbourhood as compared to renters (33,3 %).

The most serious problems faced by all the respondents from the three housing sectors were theft, mugging, noise and untidy streets. The small informal settlement in the area posed no problems and 83,3 percent of the respondents stated that they had a very friendly relationship with the informal settlers.

The services which were rated as "totally dissatisfied" were recreational and medical facilities, postal and telecommunication services, library, shopping facilities and community centres. This was echoed by approximately 60 percent of the residents interviewed.

A positive feature of the Briardale area was the friendliness of the neighbours. More than 70 percent of the respondents regarded their neighbours as very friendly. The friendly nature of the residents resulted in 18,5 percent of them visiting each other daily and 64,6 percent on a weekly basis. Almost a third of the residents borrowed or exchanged items with their neighbours ranging from a daily to a weekly basis. A large proportion of the respondents (64,6 %) felt that they have a lot in common with their neighbours. This closeness of the neighbours accounted for approximately 63 percent of the dwellers knowing all their neighbours by their names. The other positive descriptions of the neighbourhood were quiet and peaceful area and the easy accessibility of Briardale to work place and the city.

It has been observed that a very small proportion (23,3 %) of the residents were aware of any neighbourhood and community organizations in the area. Only 16,7 percent were members of any organization and most of them belonged to the religious and cultural

groups.

The residents offered suggestions to make changes in the neighbourhood in order to improve their quality of life and most of these changes were with respect to their dwellings, the appearance of their neighbourhood and the provision of public facilities.

#### **4.5 Conclusion**

This chapter commenced with an analysis of the demographic and socio-economic characteristics of the residents in the Briardale area. This was followed by an analysis of the physical characteristics and degree of satisfaction with the dwelling domain. The final section included an analysis of the neighbourhood domain which also incorporated an insight of the socio-cultural characteristics of the residents. The following chapter provides an evaluation of the hypothesis in the light of the above findings and discussions.

## CHAPTER FIVE

### EVALUATION

#### 5.1 INTRODUCTION

Residential satisfaction is influenced by a number of factors. According to Sheill, et al. a cycle of factors operate to determine well-being. It commences with inputs which are combined in various ways and in various amounts to produce a quantity of outputs. These outputs are experienced by the consumers and used by them to improve their welfare (Sheill, et al. 1994: 106). The initial inputs to an individual's domain satisfaction comprise life experiences, personal historical circumstances and current objective conditions. These inputs are experienced, processed and translated into mental images to measure an individual's expectations (outputs). The subsequent effects this has on the individual are referred to as "outcomes" of well-being.

Sheill, et al. (1994: 107) feel that environmental and residential factors (inputs), the nature of environment-resident interaction (process) and the level of functioning or well-being enjoyed (output) determines the resident's quality of life (outcome).

The aim of this study was to evaluate the quality of life of residents in Briardale, Newlands West. It is based on the rationale that residential satisfaction is a good measure for assessing the quality of life. Findings to determine the quality of life of residents were discussed in the previous chapter.

This chapter analyses the findings and tests the hypothesis outlined in chapter 3 for their validity. The hypotheses presented in this study were that:

- (I) residents are dissatisfied with their dwellings
- (ii) renters were less satisfied than owners with their dwellings
- (iii) there is a demand for single detached family homes
- (iv) there is a demand for ownership status
- (v) life-cycle and socio-economic status of residents have an influence on their degree of satisfaction
- (vi) the residents are dissatisfied with their neighbourhood
- (vii) the majority of the services and facilities provided in the study area are inadequate
- (viii) the local affairs committee is ineffective in improving the quality of life
- (ix) there is good solidarity and interaction among residents in the neighbourhood
- (x) few people participate in activities organised by the neighbourhood cultural organisations

## **5.2 HYPOTHESIS ONE: DWELLING DOMAIN**

People spend the largest proportion of their time in their dwellings and it consumes the largest proportion of their income. The dwelling can be a source of satisfaction or dissatisfaction depending on the manner in which it meets the resident's needs and aspirations. Satisfaction of the dwelling develops a sense of belonging (Katilla, 1993).

In Briardale, about 40 percent of the single cottage respondents, 40,6 percent of the semi-detached/duplex dwellers and 50,1 percent of the flats informants were dissatisfied with the following characteristics of their dwellings: size of kitchen and bedrooms; number

of toilets and bathrooms; space for children to study and play. Further, approximately 90 % of the respondents were dissatisfied with the location of their homes in relation to entertainment and recreational facilities. About 90 % from each of the housing sectors were dissatisfied with their dwelling in relation to markets, shops and public security. Over 50 % of the respondents from the semi-detached/duplex units and the flats sectors were totally dissatisfied with the quality of their building. These respondents also cited the following reasons for their dissatisfaction:

- (I) the walls were not plastered
- (ii) no provision was made for the supply of hot water
- (iii) only one plug point exists in their dwelling
- (iv) the kitchen was used as a dining room
- (v) only one toilet was provided and this was located downstairs near the kitchen
- (vi) approximately 70 % of their income was spent on payment of accommodation and services such as electricity and water

However, on the positive side, more than 70 percent of the respondents were satisfied with the privacy of their homes from the outside and from their neighbours. An equal number was quite satisfied with the location of their dwelling in relation to workplace and transport facilities. A further 71 percent to 87 percent of the respondents were very satisfied with the easy accessibility and close location of school facilities from their dwellings.

The hypothesis that the residents are dissatisfied with their dwellings is partially accepted.

### **5.3 HYPOTHESIS TWO: DWELLING SATISFACTION BY OWNERS AND RENTERS**

Home ownership does have a significant effect on the life satisfaction of residents. Home buyers were found to have a higher level of life satisfaction, compared to renters (Rohe and Stegman, 1994: 180). It is also believed that owner-occupied housing affords a higher quality residential environment than rental housing (Megbolugbe and Linneman, 1993).

In Briardale, approximately 15 percent of the owners were very satisfied and 22 percent satisfied with their dwelling characteristics. In comparison only 1,8 percent of the renters were very satisfied. Conversely, 35 percent of the renters were very dissatisfied, compared to 13 percent of the owners. A very similar degree of satisfaction was expressed towards the quality of the dwelling. Approximately 56 percent of the renters were dissatisfied with the quality of the dwelling, compared to 34 percent of the owners.

Approximately 67 percent of the owners were satisfied with the location of their dwelling in relation to workplace, city centre and schooling facilities. Only 48,2 percent of the renters were satisfied with the location of their homes in relation to these facilities. Further, 76,3 percent of the owners were satisfied with the size of their homes and layout of the rooms compared to 38,9 percent of the renters.

The hypothesis that renters are less satisfied than owners with their dwellings is therefore accepted.

#### **5.4 HYPOTHESIS THREE: DEMAND FOR SINGLE DETACHED FAMILY HOMES**

It was the view of Mandic and Clapham (1996) that the vast majority of people prefer a detached family house with a garden and this was considered to be synonymous with ownership status. This is further substantiated by a statement made by Rohe and Stegman that "to live in a conventional single detached family home that one owns is more than an American dream" (Rohe and Stegman, 1994: 175).

However, the above view does not hold ground for the residents of Briardale. Only 10,4 percent of the household heads interviewed stated that they preferred to live in a single detached home. Approximately 10,7 percent from the flats sector and 10,1 percent from the semi-detached/duplex sector desired to live in a single cottage. The remainder were quite happy to live in duplexes and flats. The reason cited for living in flats and duplexes were that there was greater security in these houses rather than living in single detached homes.

The hypothesis that there is a demand for a single detached family is therefore rejected.

#### **5.5 HYPOTHESIS FOUR: OWNERSHIP STATUS**

Housing can act as a means of establishing and communicating social status and this, in turn, impacts on self esteem. Homes are a reflection of how people see themselves (Rohe and Stegman, 1994: 175). Home ownership has been said to lead to a higher level of perceived control, that is, the owner is largely in command of important life events rather

than being the subject to fate and will of others (Rohe and Stegaman, 1994: 174). Home ownership gives a family psychological security and also empowers a person's overall life satisfaction.

A large proportion of the respondents (56,4 %) in the Briardale area are presently owners of their dwelling. The survey indicated that 87,9 percent of the total number of respondents who were renters desired to own their homes. Approximately 96,4 percent of the informants from the semi-detached and duplex sector and 79,4 percent from the flats units indicated that they would like to own the dwellings. These respondents indicated that as the Durban Municipality is offering these units for sale on a "sectional title basis" they would definitely purchase them. It has been found that home buyers were found to have a higher level of life satisfaction, compared to renters (Rohe and Stegman, 1994: 180). According to MacLennan and Barnister (1995: 1584) "citizens no longer see "housing" issues as being about comfort and cost, but about quality of life."

The hypothesis that there is a demand for ownership status is therefore accepted.

## **5.6 HYPOTHESIS FIVE: LIFE-CYCLE AND SOCIO- ECONOMIC STATUS**

It is the general view that with increasing age inhabitants become more satisfied with their environment and perceive it as more suitable (Bonnes, et al. 1991: 547). Similarly Campbell et al. (1976: 240) contend that young people and the assessment of young respondents are low.

In the finding the greatest degree of satisfaction with the dwelling and the neighbourhood

came from the age group 50 to 54 years (38,3 %) whilst the least satisfied were those below 35 years of age (11,2 %). It appears that older people adjust themselves to the situation and are therefore satisfied with their dwelling and neighbourhood (Loo, 1986). This view is also expressed by Forest and Murie (1990: 623). It has also been observed that economic status influenced degree of satisfaction. Those respondents who earned more than R4000 per month (33 %) were satisfied with their environment whereas those that earned less than R1500 per month (19,6 %) expressed some degree of dissatisfaction. The findings also indicate that the households that had more than one income earner expressed a higher degree of satisfaction than those with one income earner. In addition renters were found to be less satisfied with their neighbourhood than owners. This has been attributed to the low level of control renters have over their environments. However, it was also observed that pensioners and those working in the municipal services expressed a higher degree of satisfaction than respondents from the other occupation categories. This finding is in agreement with the findings of Bonnes, et al. (1991: 547) "that socio-economic characteristics of the inhabitants affect general satisfaction."

The hypothesis that life-cycle and socio-economic status of residents have an influence on their degree of satisfaction is therefore accepted.

## **5.7 HYPOTHESIS SIX: DISSATISFACTION WITH NEIGHBOURHOOD**

According to Greenberg, et al. (1994: 84) "an interaction of multiple factors influences perception of neighbourhood quality." Some of the factors are the characteristics of the

residents, the neighbourhood social fabric, quality of neighbourhood facilities and the sense of community felt by the residents, and their satisfaction with their housing. Neighbourhoods can be viewed as physical and social environments that affect the lives of their inhabitants (Sawicki and Flynn, 1996: 175).

According to the survey conducted in the Briardale area it was observed that 93,1 percent of the respondents were satisfied with their neighbourhood. All the respondents from the single cottages, 96,7 percent from the semi-detached and duplex sector and 80 percent from the flats units were satisfied with the neighbourhood. Further, 61,1 percent of the respondents encountered no problems whatsoever within their neighbourhoods. The remainder (39,9 %) encountered minor problems. However, 89,8 percent of the informants were satisfied with the living conditions in this neighbourhood. Similarly 89 percent of the owners and 91,4 percent of the renters were satisfied with the neighbourhood and the living conditions here.

The hypothesis that residents are dissatisfied with their neighbourhood is rejected and the alternate hypothesis is accepted.

### **5.8 HYPOTHESIS SEVEN: INADEQUATE SERVICES AND FACILITIES**

Although a large proportion of the residents were satisfied with their neighbourhood, approximately 88,5% of the respondents were dissatisfied with the provision of public facilities such as libraries, community centres, and recreational facilities. A total of 70 % of the residents were very dissatisfied with the telephone and medical services, and the lack of markets and shopping facilities in the area. There was also great concern by

about 70 % of the respondents with the police services and public security. On the other hand, there were certain services that reflected a high degree of satisfaction. Approximately 63 percent of the respondents were satisfied with the location of the primary and secondary schools in their neighbourhood. Approximately three-quarters of the residents were quite satisfied with the refuse removal services provided in the area.

The hypothesis that the majority of the services and facilities provided in the study area are inadequate is, therefore, partially accepted.

#### **5.9 HYPOTHESIS EIGHT: INEFFECTIVE LOCAL GOVERNMENT**

Local government is viewed as a continuing, pervasive influence on the quality of life because of the immediacy and visibility of its actions (Surajpaul, 1993: 104). Decisions at the local level affect more directly the services and facilities which the individual uses frequently and his relative sense of well-being (Hempel, 1979: 204).

In South Africa the Local Affairs Committee (LAC) and the Local Ratepayers Association (LRA) are merely advisory bodies which do not have the economic muscle and political clout (Heymans and Totemeyer, 1987). The present position is such that these bodies only have delegated powers and are, therefore, unable to genuinely improve the quality of life of communities.

This study found that 78,8 percent of the respondents were dissatisfied with the performance of the LRA in Briardale. This view was endorsed by 60percent of the respondents from the single cottages, 76,8 percent from the semi-detached and duplex

units, and 86,7 percent from the flats sector. This high rate of dissatisfaction is due, inter-alia, to the inadequacy of the following services: recreational facilities, community centres, shopping and medical services, and kerb cleanliness. In addition, the following services were not available in Briardale, namely, public libraries, community hall, creche, public telephones and religious facilities.

The hypothesis that the existing organization such as the Local Affairs Committee and the Local Ratepayers Association are ineffective in representing the residents and improving their quality of life in Briardale is, therefore, accepted.

#### **5.10 HYPOTHESIS NINE: NEIGHBOURHOOD INTERACTION**

People are not simply individuals. They live socially and their views, their values, and even their beliefs, as well as their abilities, are formed and sustained within social groupings, families and communities. Interpreting well-being and inhabiting a community are not equivalent but they are closely inter-related (Bliss, 1993: 429).

The findings in the study area indicate that there is quite a large degree of interaction amongst neighbours. It was found that 83,1 percent of the respondents visited their neighbours quite often. It was further established that 33,7 percent of the respondents borrowed or shared items frequently. Approximately 68 percent of the informants run errands for the neighbours quite often. All the residents indicated that they would assist their neighbours in times of emergency. Approximately two-thirds of the respondents felt they have a lot in common with their neighbours. In spite of this great degree of interaction, only 8,9 % discussed their personal problems with the neighbours.

The hypothesis that there is good solidarity and interaction amongst residents in the neighbourhood is, therefore, accepted.

### **5.11 HYPOTHESIS TEN: NEIGHBOURHOOD ORGANIZATIONS**

There is general agreement that awareness about the presence of neighbourhood organizations, and membership in them, provides a measure of support for active community involvement and participation. Community activity may reflect and reinforce both social status and well-being (MacLennan and Bannister, 1995: 1581). Planners and policy makers try to encourage development of "healthy communities" like notions of economic well-being, environmental well-being, and community participation (Grant, et al, 1996: 341).

It is evident from the analysis that awareness of and participation in neighbourhood organisations was very low in the study area. In Briardale only 23,3 percent of the respondents were aware of neighbourhood organisations and a very small percentage (16,7 %) from all three housing groups participated in neighbourhood activities. The neighbourhood organizations supported by this small minority were religious organisations and school associations. Of this minority who supported the neighbourhood organizations, only two-thirds of them attended meetings and functions organised by these bodies. The findings of this study are in agreement with the studies conducted by Maharaj (1985) and Moodley (1988) who noted a low level of involvement in neighbourhood organisations by residents in state built homes.

The hypothesis that few people participate in activities organized by the neighbourhood

and cultural organizations is, therefore, accepted.

## 5.12 CONCLUSION

Evaluation of the data proves conclusively that in Briardale:

- i. the flats dwellers expressed the greatest degree of dissatisfaction with their dwelling and the environment and this was followed closely by residents of the semi-detached homes. The highest degree of satisfaction was expressed by the heads of households from the single cottages. In addition to the above approximately 80 percent of the respondents expressed dissatisfaction with the location of the dwelling in relation to entertainment and recreational facilities. The majority of the respondents from the semi-detached and flats sector expressed dissatisfaction with their dwelling because it lacked hot water supplies, had only one power supply point, the walls were not plastered and the toilet was inconveniently located. These respondents were unhappy with the fact that they spent approximately 70 percent of their income on payment for accommodation and related services. A major source of discontent was that none of the respondents were consulted about his/her housing needs prior to moving to their homes.
- ii. those household heads who were owners of dwellings expressed a higher degree of satisfaction than those who were renters. Similarly owners were more satisfied with the location of their dwellings in relation to work place, markets and shops. In addition 76,3 % of the owners were satisfied with the size of their dwellings compared to 38,9 % of the renters.

- iii. there is little demand for single-detached family homes as only 10,1 % expressed their desire to live in such homes. The majority were satisfied to live in multi-family units because of safety and security reasons. Living close to another family created a psychological dependence and expressed a feeling of well-being. A large percentage of the respondents also expressed the wish to purchase these dwelling units.
  
- iv the majority of the respondents (over 80 %) from each of the housing sectors were satisfied with the neighbourhood. However, the neighbourhood has both positive and negative features. The positive features were: friendly inhabitants, peaceful area, no violence, close to major transport routes and easy accessibility. The negative features were: lack of services and facilities, traffic noise and reckless drivers.
  
- v. The majority of the services were inadequate or non-existent. The following services were not available: library, community centre, recreational facilities, public telephones, and bus shelters. The following services were inadequate: medical facilities, security services, police patrol, market and shops, creches and play centres.
  
- vi. The LAC and LRA are ineffective in representing the residents and improving their quality of life in Briardale since 79 percent of the respondents were dissatisfied with the performance of these bodies in Briardale. A similar reaction was projected by 60 percent of the respondents from the single cottage, 76,8

percent from the semi-detached units and 86,7 percent from the flats category.

- vii. A large proportion of residents interacted with each other in their neighbourhood. It has been established that 83,1 percent of the respondents visited their neighbours quite often (once per week) and one-third of them borrowed or shared items frequently. Two-thirds of the respondents ran errands for the neighbours quite often.
- viii. A small proportion of the respondents (23,3 %) were aware of neighbourhood organizations concerned with improving the quality of life of residents in Briardale. Further, a small proportion (16,7 %) were actively involved in these organizations. It has been concluded that the residents displayed an attitude of apathy towards organizations in this area -organizations which could have assisted them in improving their quality of life.

Finally, it must be concluded that satisfaction was positively related to feelings of optimism, confidence and security and dissatisfaction was related to feelings of discouragement, frustration and fearfulness (Pelletier, et al, 1996: 21). In the next chapter tentative recommendations are suggested for future housing policies based on the above evaluation.

## CHAPTER SIX

### RECOMMENDATIONS AND CONCLUSION

#### 6.1 INTRODUCTION

South Africa is in the throes of fundamental transformations, affecting almost all dimensions of life. One of the most significant dynamics impacting on the society is rapid urbanisation and its concomitant effect on the quality of life of its inhabitants. This study has outlined the areas of satisfaction and dissatisfaction in the residential environment and argues for a fundamental paradigm shift in relation to urban planning and housing policy. It is apparent that longer-term planning is of vital importance if South Africa is to avoid the rapid and continuing decline in the quality of urban life found in many of Africa states (Stren and White. 1989 as quoted by Dewar, 1995: 412).

#### 6.2 RECOMMENDATIONS

##### 6.2.1 Housing Quality

a. Before some suggestions could be made, it is essential to mention a few obstacles that are present in our housing policy. They are:

- i) separation of housing policy from housing quality ;
- ii) misconceptions about the nature and functioning of the building construction sector and the housing market ;
- iii) segmentation and bureaucratisation of the design and management of housing by which experts applying technocratic knowledge in order to develop proposals that overlook qualitative issues ;

- iv) lack of communication and information transfer between professionals, politicians and the public ;
- v) lack of involvement of lay people in policy formulation and monitoring means that the public are frequently unaware of projects and programmes that affect their livelihood ;

## **b. Future Directions**

- i) First and foremost there is urgent need for long-term commitment by politicians, professionals and academics in order to formulate and apply approaches in which housing quality is integrated into mainstream social, urban and environmental policies.
- ii) One of the great anomalies of the conduct of these professionals is that systematic evaluation is not considered to be their responsibility. This shortcoming could be overcome by a commitment to the definitions of long and short-term goals, to the monitoring of programmes and projects and to the decentralization of control and expertise.
- iii) Lay people should be allowed to participate in policy formulation. People from all walks of life should be enabled to participate in urban planning, housing design and management.
- iv) The longstanding practise of prescribing objective housing standards has led to a number of significant improvements in housing design, layout and services. However, when rationalization is allowed to monopolise housing and urban policies at the expense of all other approaches, then standards and norms become stereotyped and new problems emerge. It, therefore, becomes necessary to replace longstanding prescriptive principles by proscriptive principles.

### **6.2.2 Affordable Housing**

Lack of affordability, measured by the percentage of household income spent on housing, has emerged as the primary housing problem in most cities. Many households cannot afford to rent or buy housing unless there is some kind of personalised assistance. The low income earners of Briardale cannot afford conventional housing while the middle to high income earners stated that the mortgage bond rate was too high. Increased

affordability could be possible by:

- i) increasing the subsidy to first-time home owners. At present subsidy is granted to those earning less than R3500 per month. This ceiling should be reviewed annually to keep up with the inflation rate. It is suggested that this ceiling be R4235 for the current year.
- ii) increasing the subsidy of R15 000 per household at the inflation rate. A higher subsidy should be considered for those households earning less than R1 500 per month.
- iii) reducing the bond rate and develop financial schemes not linked to the bank interest rates.
- iv) the government contributing financially to a mortgage scheme or housing fund to encourage prospective home owners to save in this scheme.
- v) establishing a system stimulating the construction of houses supported by tax relief aimed at contractors and non-profit making organizations so that affordable housing can become a reality.

### **6.2.3 Home-ownership**

Home-ownership reflects an "innate and natural" desire of individuals and provides

"ontological desire" (Mandic and Clapham, 1996: 83). The majority of the respondents from the flats, semi-detached and duplex sectors desired to own these dwellings if it is priced within their salary range. This aspiration can become a reality if a home ownership programme is initiated.

- a) One such scheme has already been introduced by the People's Bank where funds could be accessed from pensions and provident funds and the life assurance industry. The borrower's "forced saving" through his pension and provident fund membership are used as a collateral for a 100 percent loan. The member achieves an immediate lifetime benefit of homeownership (Peck, 1991). A mortgage indemnity scheme needs to be emphasised where communities would be willing to pay their bonds and so encourage more private sector investment in low-income housing. Financial institutions need to adopt other ways of evaluating risk beyond income levels and track records. Proof that they can repay their debts may not come from the normal trade reference, but from their informal savings and other non-traditional lenders.

- b) Home-ownership can also be made affordable if employers allocated some of their income into a "housing fund" or "housing savings bank" (as suggested by COSATU in April, 1996) which could be used to grant loans at subsidised rates of interest to employees in order to enable them to become home owners. Alternatively, this fund could be controlled by the state and allocated at a low rate of interest, eg. 4 percent, only for the purpose of housing. Such a scheme at the interest rate of 4 percent was practised in Slovenia since 1991 and today 87 percent of the dwellings are under ownership tenure (Mandic and Clapham, 1996: 89-90).
- c) There is a need to mobilise the experience of established construction industry and marry it with the creativity of emerging entrepreneurs and the people themselves in their communities to make home ownership a possibility.
- d) The state needs to provide further incentives to promote the sale of state-financed housing stock to the residents through the granting of direct housing benefits in the form of a discount (capitalizing the rentals paid over the years as a cash discount). Therefore, the renters in Briardale should exercise their "right to buy" at discounted prices from the Durban Municipality.
- e) At present the state contributes R1,5 billion (1,7 % of the budget) to the subsidy scheme. This should increase to approximately R3 billion to allow for greater number of residents to purchase homes. The subsidy should increase to about 5 % of the state's budget in the near future.
- f) Self-help schemes can also be a main vehicle for achieving home-ownership. Such a scheme saves on labour costs and reduces the cost of the dwelling. Materials desired by the owner at his negotiated price can be used.

#### **6.2.4 Community Involvement in Planning**

Many urban problems and its ultimate effect on the quality of life are blamed on the lack of community participation. Planners and architects must enlist the members of the community to plan and implement programmes, plans and designs of their neighbourhood. Members of the community are better able to identify issues and areas of concern. The town planners must consult the Civic Associations more frequently, since, according to Thozamuli Botha (New Nation, 13-19/ 3/ 92: 10), the civics have been striving for the improvement in the quality of life of communities which have been

the victims of apartheid. This according to Dorelle Sapere (1996: 16) is referred to as the "people's process in housing". Therefore, the community must be given the opportunity to be involved in the formal parts of decision-making structure, construction and layout, and post-construction governance which thereby engineers the path to improved quality of life satisfactions. However, Hastings (1996) feels that the communities must be more realistic in their demands for larger houses and high standards.

#### **6.2.5. Small Neighbourhoods**

Briardale is a very large neighbourhood with approximately 1200 housing units and, therefore, there is little interaction in the community, except with the immediate neighbours. The U.S. Department of Housing and Urban Development (HUD) recommend that large projects be broken up into smaller neighbourhoods of about 40 to 50 families, ie. social units that people could identify with. According to Grant, *et al.* (1996: 336) residential units should remain small, concentrated, dense patches within the landscape. It has been found that the Americans prefer "small town feel" in their neighbourhoods, wanting to know and be known in the place where they live (Wilson and Baldassare, 1996: 28). They preferred a small community within commuting distance from a large city. A similar type of "small town feel" could be applied to Briardale and other suburbs in our country. This would assist residents in achieving high levels of personal happiness as well as satisfaction with the social, physical, and lifestyle features of suburban communities and positively influence their quality of life. Active involvement by residents in a small area will provide people with a perception of living in a unified community and awareness of opportunities to be active will result in overall

sense of satisfaction.

#### **6.2.6. Education for Better Housing Environment**

In order to create ideal housing environments some thought should be given to future housing consumers. Firstly a sustainable development needs to be entrenched. The goal of sustainable development is to achieve a reasonable and equitable level of well-being that can be perpetuated for many human generations (Goodland, 1990: 1551). This implies a transition towards progressive improvement in the quality of life. It also implies healthy communities in which residents meet their need for shelter, security, participation and healthy environments. Children could also be educated towards these goals to make a meaningful contribution to the housing environment. They must be educated on the various housing types, sites and methods of financing. Educating consumers in this way would give a better understanding of the variety of housing possibilities. The government also needs to address education in terms of improving the understanding of property ownership concepts (bonds and loan applications, payments, maintenance and obligations).

#### **6.2.7. Services and Facilities**

The emphasis on housing objectives and policies should lie on enabling people everywhere in the country to find and retain a secure place to live with dignity and have access to services and facilities.

In order to improve residential satisfaction and quality of life in Briardale, community participation in matters of common interest should be provided. For the constructive use

of leisure time, the provision of recreational facilities is essentially vital. Public library facilities to cater for all age groups are urgently required. Emphasis should also be placed on the neighbourhood environment itself, with the provision of parks and playgrounds for children.

Police patrols should be increased to counteract the high level of crime. People expect their residential areas to offer safety, security and protection from danger of the larger urban society. A satellite police station needs to be established in the Briardale area. Robots should be installed at busy intersections, especially at the intersection of Briardale Drive and Inanda Roads for the safety of motorists and pedestrians. There is also an urgent need for speed breakers or other speed reducing devices. There is also a dire need for bus shelters. To make it convenient for the residents, a shopping centre needs to be constructed. There is also a need for a creche, clinic and public telephones in the area. Finally the parks and gardens department needs to improve the aesthetic aspect of this neighbourhood by planting trees and flowers along the streets of Briardale and constructing pavements and thereby keep the streets free of litter.

### **6.3 CONCLUSION**

A profile that emerged from the analysis of the socio-economic data indicated that the majority of the household heads were males, married and between the ages of 40 and 54 years. The household heads had a literacy rate of 96,2 percent. Unemployment was highest amongst the flat dwellers (28 %). The average distance travelled to work was 18,7 km. (return journey) and 44,6 percent used their motor vehicles to work. The average income earned by the household heads was R3139 per month. The household

heads who were owners of properties paid more for their accommodation than owners. Approximately 70 percent of the renters paid less than R500 per month whereas 82,2 percent of the owners paid more than R500 per month. The sample population also revealed that the flats dwellers possessed fewer assets than the heads of the single cottages and the semi-detached units. It has also emerged from the analysis of the socio-economic data that there are more females (52.2 %) than males (47,8 %) and the average occupancy density is 4,6 persons per household.

This study also examined the satisfaction of residents with regard to two major life domains - the dwelling and the neighbourhood environment. Satisfaction implies household satisfaction with both the home, as a distinct physical object on the one hand, and the neighbourhood, a total of physical and spatial aspect, on the other hand (Kaitilla, 1993: 54). The levels of satisfaction experienced in each domain influenced the overall quality of life. Satisfaction with the quality of dwelling was higher amongst dwellers in the single cottages than those in the duplexes and flats. Similarly satisfaction with the dwelling characteristics and the location of the dwelling in relation to work place and services was higher amongst residents of the single cottage than the other two housing groups. The residents in the flat sector derived lesser satisfaction with their neighbourhood than those living in the single cottages. Owners of properties expressed a greater degree of satisfaction with the neighbourhood environment than renters. The main neighbourhood deficits were theft, mugging, noise, street litter, and facilities such as recreational, library, medical and shopping. The greatest degree of satisfaction was obtained in neighbourhood interaction, easy accessibility of the neighbourhood and that Briardale is an area with very friendly inhabitants. Finally most of the residents desired

to live in the Newlands West area and had no intention to move.

In order to improve the quality of life of residents in Briardale all stakeholders in the housing process need to be consulted and actively involved from the planning, through the construction to the post-construction and governance phase. Therefore, as an orthodoxy which surrounds the theoretical benefits of quality of life become more widespread and entrenched, then the need to research these issues become increasingly imperative.

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UNIVERSITY OF DURBAN - WESTVILLE

DEPARTMENT OF GEOGRAPHY

**BRIARDALE - NEWLANDS SURVEY**

**CONFIDENTIAL**

Sir/Madam

I am an M.A. student in the Department of Geography at the University of Durban-Westville.

The purpose of this survey is to assess the quality of life in Briardale with special reference to residential and neighbourhood satisfaction.

It would be greatly appreciated if you could assist by completing this questionnaire to the best of your ability. I can assure you that the information that you provide will be strictly confidential. I hope, through the information that you provide, I could assist the various role players in providing accommodation, to improve the quality of life in the Briardale area.

Thank you for your co-operation

*C. Ramjugernath*

C. Ramjugernath

*D.V. Soni*

Prof. D.V. Soni

Head of Department

Questionnaire No.

**QUESTIONNAIRE**

Please indicate by means of an "X" wherever applicable

**1) RESIDENTIAL HISTORY**

1.1. How long are you living in this dwelling ?

- 0 - 4 years
- 5 - 9 years
- 10 - 14 years
- 15 - 19 years
- 20 - 24 years
- 25 +

1
2
3
4
5
6

1.2 Reasons for leaving your previous place of residence :

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1.3. Reasons for occupying the present dwelling \_\_\_\_\_

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**2) DWELLING CHARACTERISTICS**

2.1. Tenure

- owner
- tenant
- leasehold
- other (specify)

1
2
3
4

APPENDIX 1







6) NEIGHBOURHOOD ENVIRONMENT

6.1 How would you rate your neighbourhood as a place to live ?

excellent	1
good	2
satisfactory	3
poor	4
very poor	5

6.2 Indicate how the following neighbourhood problems/ conditions affect you.

	1	2	3	4
Unoccupied buildings				
Vacant land space				
Dilapidated buildings				
Conjested houses				
Vandalism				
Theft / burglaries				
Muggings				
Undesirable people				
Stray animals				
Street maintenance				
Noise				
Informal settlers/settlement				
Transport				
Unkept verges				
Scrap vehicles				
Other (specify)				

KEY    serious problem    1            minor problem    2  
           no problem         3            no comment      4

6.3 Rate the following services and facilities :

	1	2	3	4	5
Refuse removal					
Kerb cleanliness					
Street width					
Street lights					
Speed breakers					
Electricity supplies					
On site parking					
Telephone booths					
Security control					
Bus service					
Recreational facilities					
Parks/play areas					
Medical facilities/clinics					
Nearness to shops					
Nearness to school					
Community centres/hall					
Libraries					
General outdoor manintenance of municipal homes					
Others (specify) _____					
_____					

KEY  
 Very satisfied        1  
 Satisfied             2  
 Average               3  
 Dissatisfied          4  
 Very dissatisfied    5

6.4 Neighbourhood satisfaction :  
How satisfied are you with the ....

Overall living condition in Briardale  
Neighbourhood as a place to live  
Services provided by the municipality  
Local ratepayers association  
Friendliness of your neighbours  
Safety of your neighbourhood

	1	2	3	4	5
Overall living condition in Briardale					
Neighbourhood as a place to live					
Services provided by the municipality					
Local ratepayers association					
Friendliness of your neighbours					
Safety of your neighbourhood					

**KEY**

very satisfied 1  
satisfied 2  
average 3  
dissatisfied 4  
very dissatisfied 5

6.5 Would you encourage others to live here?  YES  1

NO  2

6.6 Would you like to live here forever or move to another area?

YES  1

NO  2

6.7 If you have to move, state the area you would like to go to?

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6.8 What are the positive factors in this area (Briardale)?

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6.9 What are negative factors in this area?

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6.10 How would rate Briardale as a place to live?

good 1  
average 2  
poor 3

**7] NEIGHBOURHOOD SOLIDARITY / INTERACTION**

7.1

How often do you visit your neighbour?

How often does your neighbour visit you?

How often do you borrow/exchange items/  
ideas with your neighbour?

In the past year have the neighbours  
helped you do minor repairs and/  
or shopping for you?

How often do you and your neighbours  
discuss personal problems?

How often do you or your neighbour  
run errands for each other?

	1	2	3	4	5
How often do you visit your neighbour?					
How often does your neighbour visit you?					
How often do you borrow/exchange items/ ideas with your neighbour?					
In the past year have the neighbours helped you do minor repairs and/ or shopping for you?					
How often do you and your neighbours discuss personal problems?					
How often do you or your neighbour run errands for each other?					

**KEY**

daily 1  
often 2  
sometimes 3  
very rarely 4  
never 5

7.2 i. If there is an emergency in your neighbour's house,  
would you assist?  YES  1  NO  2

ii. Do you have a lot in common with your neighbour?  

YES	1	NO	2
-----	---	----	---

iii. Do your neighbours have strict control over their children?  

YES	1	NO	2
-----	---	----	---

iv. Do the people in your neighbourhood work together for a common purpose?  

YES	1	NO	2
-----	---	----	---

Give reasons \_\_\_\_\_  
\_\_\_\_\_

v. What proportion of the neighbours do you know by name?

ALL	1	NEARLY ALL	2
HALE OF THEM	3	FEW OF THEM	4

vi. What is your visual assessment of your neighbourhood?

ATTRACTIVE	1	NEUTRAL	2	UNATTRACTIVE	3
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vii. How well is your neighbourhood maintained?

POORLY KEPT	1	NEUTRAL	2	WELL KEPT	3
-------------	---	---------	---	-----------	---

### 3 Community interaction and involvement

i. Are you aware of any neighbourhood/community/cultural organizations in the area?  

YES	1
NO	2

ii. Do you belong to any of the organizations?  

YES	1
NO	2

iii. Do you serve on any of the committees?  

YES	1
NO	2

If YES name the committee and your role \_\_\_\_\_  
\_\_\_\_\_

iv. How often do you attend meetings? \_\_\_\_\_

v. Do the organizations have any impact on the quality of your life?  

YES	1
NO	2

Reasons: \_\_\_\_\_  
\_\_\_\_\_

### 8) PERSONAL SUGGESTIONS

If you are given the opportunity to improve the quality of life in this area, suggest how this can be done with respect to:

i. HOUSING \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ii. SOCIAL INTERACTION \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

iii. IMMEDIATE LIVING ENVIRONMENT \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

iv. PUBLIC FACILITIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 9) GENERAL

9.1 Where you consulted by the developers about your housing needs prior to occupying this house? 

YES	1	NO	2
-----	---	----	---

9.2 Do you think there is a need for consultation when making an investment such as a home? 

YES	1	NO	2
-----	---	----	---

9.3 Is it right for occupants to state their preferences to the developers? 

YES	1	NO	2
-----	---	----	---