



KZN Human Settlements

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KWAZULU-NATAL, DEPARTMENT OF HUMAN SETTLEMENTS: PRODUCT DEVELOPMENT



SURVEY REPORT ON ASSESSMENT OF RURAL HOUSING NEEDS AND OTHER BASIC SERVICES FOR IMPROVED AND SUSTAINABLE HOUSING SERVICE DELIVERY IN RURAL AREAS

07 NOVEMBER 2009

1. EXECUTIVE SUMMARY

1.1 The research project

This report contains a summary of the results from an assessment of rural housing needs which was conducted by the Provincial Department of Human Settlements. The purpose of the survey was to examine the housing requirements (needs, aspirations, preferences and current levels of basic service delivery) for rural communities of the KwaZulu-Natal Province. The field work, which was completed in July 2009, comprised 480 questionnaires that were completed by local people aged 18 years and above. The survey subjects were selected from ten municipalities across the KwaZulu-Natal Province. These were Umhlabuyalingana, Jozini, Big Five False Bay, Umtubatuba, Umuziwabantu, Vulamehlo, Richmond, Impendle and Ukhahlamba local municipalities.

1.2 The research objectives

The objectives of the research were to improve service delivery in the creation of sustainable human settlements in KwaZulu-Natal. The research will seek clarity on whether the current housing delivery is in fact addressing the needs of the people. This will be done through the identification of:

- I. Gaps that may need to be attended to through the policy development and implementation regime
- II. Problem areas and areas of opportunity within rural housing
- III. Level at which basic services are provided

1.3 Key findings

The findings of the survey indicate that the most inherent need for KwaZulu-Natal rural communities is housing. 66% of respondents have not yet received houses. It also came to light that a house alone is not enough to improve the quality of the rural poor and people are in need of houses that are fully serviced in terms of access to social and economic amenities. This has been highlighted by the incident of the KwaPata residents in Pietermaritzburg who had a child electrocuted after touching live wires because people have resorted to stealing electricity as they realize they need it (Natal Witness, 12 November 2009). About 52% of the respondents have access to water and electricity while 34% do not have. The Premier's report on service delivery progress noted that in 2007, 60% of KwaZulu-Natal households were served with water and 66% with electricity, this shows a decline from what the situation was in 2007.

Job opportunities also came up very strongly; the results show that 70% of the respondents are unemployed and subsequently need employment and indicated that if opportunities could be created they would be able to work (81%). This is also key to the department of Human Settlements because in the process of

creating habitable human settlements, employment must be created as well. About 13% have already had short term employment in their areas during low income housing constructions which gave them an opportunity to show case their talent even to other people and got money in the process. The results also show that 69% of the respondents rely on state grants for survival; the number of unemployed (70%) outweighs the proportion of the people employed (30%). This signifies a dependency ratio and to some extent explains the increased backlogs in the social welfare grants. When asked to prioritize the listed amenities, about 50% of respondents noted that they are all important to them and are actually finding it difficult to make a choice. The issue of social and economic services was amongst the top on the list following houses. Their needs are very much in line with what Breaking the New Ground seeks to achieve.

People are very much aware of the housing projects in their areas (80%). But more than half of the respondents are not happy with the way housing is being administered (52%). 60% of them noted that they were not satisfied because they had not yet received houses, 35% were those who cited defects on the contractor built houses. This was mostly registered in Umuziwabantu and Umtubatuba municipality. When asked how they would assist in the housing development process, 69% said they would assist on the site during construction and quite strikingly there were 2 people who offered that they would assist financially and 21% would either build their own house or draw their own plans provided that they receive financial assistance from the Department. This would speak directly to the recently introduced Voucher Housing Subsidy System.

1.4 Recommendations

- I. To strengthen relations with all stakeholders whose mandates impacts on rural development in order to provide well coordinated sustainable services to beneficiaries
- II. To motivate for social services to be part of the housing subsidy quantum (individual)
- III. Creation of conditions for young people to stay in rural areas and develop themselves locally
- IV. Promotion of a structured dialogue between traditional authorities and municipalities to ensure exchange of ideas on how to improve services.
- V. Alignment of all rural development programmes to the benefit of rural beneficiaries.
- VI. Woman advancement programmes and awareness campaigns in rural areas on issues that affects them
- VII. Partnerships with private sector to facilitate Investment and rural social development process
- VIII. Close monitoring of the impact of projects and programmes that are being implemented to change people's lives

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1. SECTION 1

1.1 Introduction

This is a cross-sectional survey assessing the nature of rural housing needs in KwaZulu-Natal Province. The survey was commissioned by the KwaZulu-Natal Department of Human Settlements with the aim of improving the quality of housing service delivery in the province to ensure that both the targets set by the Human Settlements Department and Premiers Office in relation to housing service delivery are met. Attempts to obtain a sample that could be representative of the life experiences of various housing service recipients were made. Respondents were selected from ten municipalities, in consultation with the Department's regional offices. These were Umhlabuyalingana; Jozini; Big Five False Bay; Umtubatuba, Umuziwabantu, Vulamehlo, Richmond, Impendle and Ukhahlamba local municipalities. Some of these municipalities fall within the poverty nodes proclaimed by the office of the President in 2001 as requiring urgent and collective intervention by the State in the context of cooperative governance.

The report reflects the following; Section One presents introduction, a brief background about the state of housing service delivery in both the national and provincial levels, research objectives which outlines the aim of the survey, literature review paints a picture of housing needs and housing issues nationally and internationally. Section Two covers the methodology used to sample population for the study including data collection method, analysis and the limitations of the study. Section Three presents findings of the survey and the discussion thereof. Section Four presents' conclusions/observations based on the results of the survey and further makes recommendations for future research.

1.2 Motivation for the Survey

This survey is motivated by the current shift of focus from housing delivery to the delivery of sustainable human settlements as discussed by the 'Breaking the New Ground Comprehensive Plan" document of the Department of Human Settlements. In order to achieve objectives stated in this document, government administrators need to have an understanding of the nature of problems affecting rural communities in order to assist government respond accordingly to rural communities' varied and changing needs. Further to that, if significant sums of public money are to be spent on these programmes to ensure sustainability, it is

also important to be clear on what people need and ensure that the kind of help offered is in the right places, is of the right kind and in appropriate quality.

A survey of this nature is expected to expose some of the challenges facing the delivery of services by government to rural communities. Findings and recommendations to be made will therefore not be relevant only to the Department of Human Settlements, but will also inform service delivery strategies of other stakeholders involved in rural development. The design of the study allows for face to face interactions with the rural poor which enables a researcher to observe and listen first-hand to their service delivery experiences. Over and above that, members of rural communities are comprised of illiterate and uneducated people, as a result they are unable to request services that they are entitled to or even articulate their service delivery preferences. This exercise will lay a foundation for them to engage the Department on their issues, needs and preferences.

1.3 Background

Since 1994, the KwaZulu-Natal provincial government and other development agencies have focused on improving rural people's lives and reduce poverty by implementing a wide range of programmes including housing development projects. Although tremendous strides have been made, but it is quite evident that rural communities are still very much underdeveloped and isolated from basic social services. It can be noted that other areas need more interventions than others and development agents have a responsibility to assess the needs of rural beneficiaries within their context and enable them to participate in shaping future rural development initiatives. In recognizing this need, the KwaZulu-Natal Department of Human Settlements commissioned a survey to investigate the needs of the rural people of KwaZulu-Natal in relation to housing and other basic needs to inform future rural development programmes and policy development.

1.4 Literature Review

1.4.1 National and Provincial Department of Human Settlements

Despite the challenges that the National and the Provincial Department of Human Settlement faces, it continues to employ different strategies to ensure that the nation is housed appropriately and in a sustainable manner. Pre 1994, beneficiaries were not given an opportunity to participate in the housing development process and were simply given houses. In 2004, the department introduced the "Breaking the New Ground Comprehensive Plan" which emphasizes community participation in the housing development process (ePHP), creation of sustainable human settlements including provision of social and economic amenities etc. The creation of sustainable human settlements has been identified as a key strategic priority area in the comprehensive plan for

Sustainable Human Settlements (BNG). The fundamental importance is on the needs of the people, their livelihood strategies, and more importantly, improving the quality of their lives. BNG is aimed at improving the overall housing delivery by changing the strategic focus from simply ensuring the delivery of affordable housing to making sure that housing is delivered in settlements that are both sustainable and habitable. (Comprehensive Plan for Sustainable Human Settlements:2004) BNG notes that there is a need to move away from a housing only approach toward a more holistic development of human settlements, including the provision of social and economic infrastructure. It places emphasis that municipalities must determine the need for social or community facilities through a community profile and facilitate audit to ensure that facilities are appropriately targeted. The plan seeks to ensure that a multi purpose cluster concept should be applied to incorporate the provision of primary municipal facilities such as parks, play grounds, sport fields, crèches, community halls, taxi ranks etc. (Comprehensive Plan for Sustainable Human Settlements:2004)

Basic services are interrelated and as such an integrated approach needs to be taken in order to meaningfully contribute to the improvement of the lives of the rural poor in a more sustainable way. This has been reiterated by President Jacob Zuma in his state of the nation address, he noted that, “housing is not just about building houses. It is about transforming our residential areas, building communities with closer access to work and social amenities, including sports and recreational facilities (State of the Nation Address: May 2009). This means integration of services is integral to governments’ efforts of trying to improve people’s lives and that calls for all government departments to intensify their service delivery efforts and collaborate with each other in delivering essential services within their respective mandates in order to contribute meaningfully to the upliftment and sustainability of our rural people.

According to the rural housing manual, more than half of the KwaZulu-Natal population resides in rural areas, which is characterized by poverty and underdevelopment. It is estimated that 70% of the rural African households exist in conditions which could be described as inadequate and intolerable in terms of their access to basic services, (Rural housing manual, 2008). This clearly means that there is still a lot to be done to uplift rural communities in KwaZulu-Natal province. Development agencies, rural communities and government departments should join hands and commit to the ultimate realization of sustainable development.

The Provincial Department of Human Settlements has made tremendous strides in trying to deliver on its mandate even though budget constraints have always been an obstacle on its way. According to an address by the former Minister of Local Government, Housing and Traditional Affairs, Mr Michael Mabuyakhulu, on the occasion of the KwaZulu-Natal Govan Mbeki Awards held in Durban on 26 August 2008, from 1996 to August 2008, 500 000 houses have been built and this translates to 500 000 households that have been removed from the

homeless list. This is quite an achievement and it clearly shows how committed the Department is in fulfilling its mandate to the satisfaction of beneficiaries. He went on to note that “Critically this translates to a million citizens who, for the first time in their lives, have access to basic services and security of tenure that they did not enjoy before government initiated this programme”. (Address by Mr Mabuyakhulu, p4)

According to the Premiers office service delivery progress review report for the year 2007, KwaZulu-Natal has 2272000 total households of the KwaZulu-Natal province, 1740786 households are supplied with clean water and water backlog for the province is sitting at 531214. While there are 1531125 households that are supplied with electricity and the electricity backlog stands at 724975. Whereas in sanitation services 1218612 households were supplied with sanitation and provincial backlog is sitting on 1032884 (Premiers office service delivery progress review: 2007). A lot of work has been done with infrastructure development in KwaZulu-Natal. The aforementioned infrastructure services including housing delivery are such a fundamental component of life, without them, people cannot meet their basic needs and participate adequately in society and if not attended to, these can have flow on effects for health, education and the entire community's well being. This means that, addressing basic services is an important strategy of poverty alleviation and it further confers a distinct and secure identity of the concerned people.

The introduction of the subsidy voucher system is one of the mechanisms that aims to deal with the issue of housing backlogs and enhances housing choice for rural inhabitants. It further empowers communities to access their housing subsidies for residential development in their current established communities. The individual rural subsidy voucher programme is based on the principles of owner builders who take the building of their own homes into their own hands. Rural households are empowered through participation in the construction of their houses. The Voucher system through the Communal Land Rights Act (CLARA) also requires municipalities to identify the community's housing needs with the assistance of traditional councils in order to provide for people according to their needs. (Rural intervention: individual rural housing subsidy voucher programme: communal land and informal land rights report)

The Rural Housing policy makes reference to integrated rural development and notes that integrated approach to rural development makes it imperative that applications reflect some co-ordination with Departments such as, Department of Agriculture because the agricultural activity is fundamental to the achievement of sustainable rural development. The Department of Agriculture plays a pivotal role in providing several programmes designed to mentor and provide credit to rural farmers. The integration of such programmes must be demonstrated in rural project applications. Department of Water Affairs since rural communities have a fundamental need for adequate water supply. Consultation with this department must be demonstrated in project applications. Department of Traditional Affairs

because the active participation of the Department of Traditional Affairs in rural development on tribal land is paramount. The project application must demonstrate acceptance by the said department insofar as tenure options are concerned. The Provincial and National Departments of Transport in that project applications must clearly reflect that there has been close liaison with the Provincial and National Department of Transport to ensure that there are linkages to their planning which will result in rural development being undertaken in a coordinated manner. The Department of Environmental Affairs because all applications in terms of DFA require a scoping report in order to comply with the requirements of the Department of Environmental Affairs. Finally The Department of Land Affairs, in the event of a Communal Property Association being the entity that will undertake a development utilizing the institutional subsidy mechanism, the role of the Department of Land Affairs will be essential.

Studies reveal that there is a clear correlation between poverty and housing, a poor person either does not have a house or lives in an unserviceable house. As a result there is a strong need for the development of a workable plan to advance rural development especially in the housing sector. Certain marginalized rural communities require special intervention and coordination in terms of the provision of social services and the stimulation of economic opportunities, (Chris Proctor and others, understanding access to land, Housing and services: 82).

The report by the Provincial Planning and Development Commission notes that rural people suffer the same problems of poverty as other communities. However, they have additional problems such as long distances to schools and lack of other basic amenities. It is important to understand that many people in rural areas are happy to be given houses and other services where they are. It was also established that settlements should rather be defined in terms of easily identifiable and more objective characteristics such as density and accessibility to services, (The rural Planner's group: 2008)

1.4.2 International Context

England's policy approach emphasizes the importance of locating new houses in a way which fits in with the traditional settlement patterns and strengthens existing patterns in rural areas. It further maintains that in relation to housing, sustainable development requires an acknowledgement of the role that people living in rural areas have to play in supporting a dynamic rural economy and social structure (Department of the environment, heritage and local government, 1994). Involvement of rural communities in the planning and administration of rural development services is very important. However, it is also important to realize that even a most workable strategy by government to deliver relevant services might also fail; ownership and active involvement by all relevant stakeholders including the community in the building of a new community are

some of the strongest mechanisms that exist to ensure the end result will have the highest positive impact on the quality of life.

According to the interviews conducted by the George foundation, a non-governmental organization in India, all women listed housing as their most important need above food, health care and education. Without security and comfort of a home there is no escaping the difficulties resulting from poverty, (George foundation, 2007: India's rural poor). The Department of Human Settlements is at the centre of all these development activities because there is very little that can be done to improve the lives of people if they have no decent shelter to house themselves. This shows how important is the role that the Department of Human Settlements play in changing people's lives and affords them the dignity that they deserve, especially the disadvantaged rural communities.

Research conducted in India notes that despite the allocation of considerable funds by government, Indian housing programme for the poor is failing and their plan has been accused of focusing only on offering shelter as opposed to improving living conditions and their plans are executed without sufficient thought about many inter-related considerations (George foundation, 2007: India's rural poor). This has also been noted from a report by the Provincial Planning and Development Commission when they articulate factors that would make the housing delivery more developmental.

1.5 Objectives of the Survey

The primary objective of the research is to improve service delivery in the creation of sustainable human settlements in KwaZulu-Natal. It will seek clarity on whether the current housing policy delivery is in fact addressing the needs of the people. This will be done through the identification of gaps that may need to be attended to through the policy development and implementation regime. The research will also identify problem areas and areas of opportunity within rural housing to ensure that the Department is providing housing that is demand driven.

2. SECTION 2

2.1 METHODOLOGY

2.2.1 Introduction

This section provides an overview of the different tools and methods employed when designing and administering the survey. It will further give reasons for the choices made for justification purposes. This includes sampling technique, data collection tools, data analysis method and the limitations of the survey.

2.2.2 Population and Sampling Method

A population for the survey is comprised of rural community members who are 18 years and above. Convenience sampling method was utilized since the study aimed to assess experiences of rural community members across the board. Selection of respondents was not based on race, employment status, or level of education, but respondents were selected randomly provided they were residents of municipality in which the survey was conducted. Participants in the survey were drawn from these municipalities: Umhlabuyalingana; Jozini; Big Five False Bay; Umtubatuba, Umuziwabantu, Vulamehlo, Richmond, Impendle and Ukhahlamba local municipalities. A total of 480 respondents were selected to participate in the survey, with 50 respondents coming from each one of the municipalities mentioned above.

The process of project identification was coordinated by project monitors from the regions based on the goals the survey. The survey seeks to get a general perception of rural communities about housing service delivery in the Province. This encompassed areas where there are housing projects and where there are no housing projects.

2.2.2.1 List of municipalities and number of responses from each

Figure 1: list of municipalities

MUNICIPALITY	NUMBER OF COMPLETED QUESTIONNAIRES
Umhlabuyalingana	50 Questionnaires
Jozini	50 Questionnaires
Umtubatuba	40 Questionnaires
Big Five False Bay	50 Questionnaires
Umuziwabantu	50 Questionnaires
Vulamehlo	50 Questionnaires
Umzumbe	50 Questionnaires
Ukhahlamba	50 Questionnaires
Impendle	50 Questionnaires
Richmond	40 Questionnaires
Total Sample	480

2.2.3 Data Collection and Tools

A structured questionnaire with twenty four questions was used. It was used utilized to enable the investigator to be consistent in asking questions and make the data analysis more manageable. The questionnaire covers questions relating to their knowledge about housing needs, seeks to know how they have benefited from the housing projects, basic services and their needs and preferences. The

respondents were requested to fill in a questionnaire which was prepared in both IsiZulu and English to ensure that respondents express themselves in a language that they are comfortable with. The survey questionnaire was handed directly to respondents to ensure clarity on all issues, should there be a need. All relevant municipalities were formally informed of the intended survey before it could start to avoid problems. Questionnaire sample and the development stages of the survey are attached as **Annexure A**.

2.2.4 Data Analysis

The data analysis was done by means of coding to allow information grouping and categorization. Microsoft excel was used to capture the data and responses for each municipality were done separately and thereafter all projects were combined and analyzed to get a holistic view of the Province. The data was categorized in terms of themes, Needs and preferences, Priorities and other support amenities, Basic services and their maintenance, State grants, Assistance on housing development process, improvements needed, Community development initiatives and Agricultural activities, Assistance for self sustenance and benefits from the housing projects and they are attached as **Annexure B**.

To analyze results of the many open ended questions of the survey, content analysis was performed. Categories of responses were created for any type of response that appeared at least twice in the responses to each question.

2.2.5 Limitations of the Survey

- 1) Convenience sampling means that members of such samples are chosen mainly because they are readily available and willing to be involved. Such samples might not be representative of the population and so it might be difficult to make conclusions about a population based on this type of sample. However, rural communities share similar service delivery experiences especially those located in the same area; this was considered enough to make conclusions about the area.
- 2) Due to time, budget and capacity constraints, Umtubatuba and Richmond had 40 respondents as opposed to 50 like other municipalities. It was also observed that in some areas the sample could be small to conclude on it.
- 3) Respondents did not respond to the second part of the question to those questions which required justification of their answers.
- 4) In some projects members of the community were called to the traditional Authority Halls, this posed a challenge in that members of the community group themselves and discussed answers; others just listen to what others are saying without giving their own experiences.
- 5) Surveys were conducted during the day while the studying and working group is possible at work or at school.

3. SECTION 3

3.1 PRESENTATION OF FINDINGS

3.1.1 Introduction

The purpose of the section is to provide an overview of the survey findings. The section begins with a short description of the demographic characteristics of the survey respondents. Responses are divided into themes, which are demography, housing projects awareness, level of satisfaction with housing delivery other support amenities needed, Priorities, Basic services and maintenance, Home ownership issues and Permission to Occupy, Contributions to housing developments, improvements and preferences, Community development initiatives and agricultural activities, state grants and alternative energy sources.

3.1.2 Demographic Data

70% of the respondents were 32 years and above in terms of age while the other group, that is, 18-31 accounts for 30% of respondents who participated in the survey. Females comprised 62% of the sample and 38% were males. Of the 40% that completed 10-12 years of schooling only one responded had achieved a post matric certificate and was still looking for a job. 41% percent of the of the respondents school attendance ranged between grade 1-8 and 19% had never attended school at all. More than 70% of the respondents were not employed and of the 30% who were employed, 10% were employed as farm workers, 16% were self employed. Of the 16% that were self employed 10% of them were part-timers in the construction who did bricklaying as in when there are opportunities and had a challenge because they did not have certificates for their trade. 1 was a photographer and others had stands where they cook and sell food to working people and school kids by the road side. Four percent was employed on local Vukuzenzele programmes as laborers. About 90% of the respondents fell in the R0-R1500 income bracket.

Figure 2: Table of demographical data

Municipality	Age	Gender	Education	Employment	Income	No. of H/Holds
Umhlabuyalingana	86%=32+ 14%=18-31	38%=F 62%=M	46%=High 40%=Prim 4%=No scho	18%=empl 82%=unempl	R0-R1500=96% R1501-R2500=2% R2501-R3500=2% Did not indicate=0	7+=58% 4-7=22% 1-4=20%
Jozini	78%=32+ 22%=18-31	56%=F 44%=M	18%=High 42%=Prim 30% No scho	20%=empl 80%=unempl	R0-R1500=90% R1501-R2500=6% R2501-R3500=2% Did not indicate=0	7+=56% 4-7=40% 1-4=4%
Big 5	54%=32+ 46%=18-31	60%=F 40%=M	38%=High 58%=Prim 4%=No scho	30%=empl 70%=unempl	R0-R1500=92% R1501-R2500=6% R2501-R3500=2% Did not indicate=0	7+=48% 4-7=28% 1-4=20%
Umtubatuba	67.5%=32+ 30%=18-31	62.5%=F 37.5%=M	42%=High 37.5%=Prim 20%=No scho	7.5%=empl 92.5%=unempl	R0-R1500=92.5% R1501-R2500=7.5% R2501-R3500=0	7+=40% 4-7=37.5%

					Did not indicate=0	1-4=22.5%
Umuziwabantu	70%=32+ 14%=18-31	62%=F 38%=M	36%=High 36%=Prim 28% =No scho	18%=empl 82%=unempl	R0-R1500=98% R1501-R2500=2% R2501-R3500=0 Did not indicate=0	7+=32% 4-7=44% 1-4=24%
Umzumbe	88%=32+ 12%=18-31	74%=F 26%=M	18%=High 66%=Prim 6% No scho	10%=empl 90%=unempl	R0-R1500=96% R1501-R2500=4% R2501-R3500=0 Did not indicate=0	7+=30% 4-7=54% 1-4=16%
Vulamehlo	56%=32+ 44%=18-31	72%=F 28%=M	34%=High 58%=Prim 8% =No scho	8%=empl 82%=unempl	R0-R1500=88% R1501-R2500=2% R2501-R3500=4% Did not indicate=6%	7+=50% 4-7=30% 1-4=20%
Impendle	70%=32+ 30%=18-31	64%=F 34%=M	52%=High 30%=Prim 18% =No scho	20%=empl 80%=unempl	R0-R1500=94% R1501-R2500=0 R2501-R3500=0 Did not indicate=4%	7+=22% 4-7=58% 1-4=20%
Ukhahlamba	82%=32+ 18%=18-31	68%=F 32%=M	26%=High 50%=Prim 24% =No scho	12%=empl 88%=unempl	R0-R1500=92% R1501-R2500=0 R2501-R3500=0 Did not indicate =6%	7+=38% 4-7=30% 1-4=32%
Richmond	57.5%=32+ 42.5%=18-31	64%=F 34%=M	50%=High 37.5%=Prim 12.5%= No sch	60%=empl 40%=unempl	R0-R1500=80% R1501-R2500=2.5% R2501-R3500=10% Did not indicate=0	7+=22% 4-7=58% 1-4=20%
KZN Sample Total	70% = 32+ 30=18-31	62%=F 38%=M	40.% = High 41%= Prim 19%= No Scho	30%=empl 70%=unemp	90%=R0-R1500 4%= R1501-R2500 3.75%=R2501-R3500 2.25%=did not indicate	39%=7+ 44.15%=4-7 16.85%=1-4

3.1.3 Responses per Question

Figure 3: Responses as per the questionnaire

QUESTION	ANSWER
1 Knowledge of housing projects	<ul style="list-style-type: none"> ▪ 387 (80.6%) respondents are aware ▪ 87 (18.1%) respondents are not aware ▪ 6 (1.3%) respondents did not indicate
2 Have you benefitted on any housing project? How	<ul style="list-style-type: none"> ▪ 160 (30%) respondents benefitted in terms of getting a house ▪ 46 (10%) respondents were part of the committee ▪ 64 (13%) were part of the local contractors who built the houses ▪ 202 (47%) did not benefit at all
3 Are satisfied about the way housing is delivered in your area	<ul style="list-style-type: none"> ▪ 216 (45%) respondents were satisfied ▪ 251 (52%) respondents were not satisfied ▪ Of the 25% respondents who were not satisfied about 60% of them were those who have not benefitted from the housing project at all. 30% cited housing defects on the contractor developed houses and the remaining 10% cited issues about the application procedure. ▪ 13(3%) did not indicate

<p>4. If you were to contribute in the development of housing projects, what would your contribution be? Which of the following ways would you wish to contribute?</p> <p>A Financially B Assist on the site during construction C Build your own house D Provide different roofing or housing designs E Other (specify)</p>	<ul style="list-style-type: none"> ▪ 2 (1%) said they would help financially ▪ 330 (69%) said they would assist on the site ▪ 44 (10%) said they would build their own house if they were to be given funds ▪ 55 (11%) would design their own house ▪ 45 (9%) did not indicate
<p>5. If you were to prioritize the delivery of basic services for your own household, what would be your priority? Prioritize them according to their importance.</p> <p>A a house or shelter B Water and electricity or C Sanitation facilities? D School E Clinic</p>	<ul style="list-style-type: none"> ▪ 180 (37%) respondents chose a house as their priority ▪ 168 (35%) respondents chose water and electricity ▪ 32 (7%) respondents chose sanitation facilities ▪ 16 (7%) chose schools in their communities ▪ 67 (13%) chose clinics as their priority ▪ 9 (1%) did not indicate
<p>6. If all these basic services were to be made available to you, would you be able to maintain them and pay levies associated with their maintenance? If yes, how would you pay for them?</p>	<ul style="list-style-type: none"> ▪ 347 (72%) said they would be able to pay for services ▪ 121 (25.2%) said they would not be able to pay ▪ Of the 347 that said they would pay, 60% of them would use state grants, with child grant account being the most popular grant, 25% would use money from temporal jobs while 15% would be assistance from other people and those who are working.
<p>7. What other support amenities would like to see accompanying housing project? Prioritize the listed amenities according to their importance.</p> <ul style="list-style-type: none"> ▪ Library ▪ Community Hall ▪ Taxi rank ▪ Shopping Centre ▪ Other 	<ul style="list-style-type: none"> ▪ 153 (31.8%) chose the library as their priority ▪ 121 (25.2%) chose community halls ▪ 63 (13.1%) chose taxi rank ▪ 70 (14.6%) shopping centre ▪ 23 (4.8%) chose other ▪ Of the 23 that chose other 9 of the chose playing ground, 3 chose vegetable gardens and 11 mentioned road infrastructure
<p>8. What would you like to see being improved in government services for rural poor including the housing delivery? Kindly state ways on which the services could be improved.</p>	<ul style="list-style-type: none"> ▪ 136 (28.3%) mentioned road infrastructure ▪ 147 (30.6%) job opportunities ▪ 133 (27.7%) houses ▪ 20 (4.2%) water ▪ 24 (5%) electricity ▪ 12 (2.5%) did not indicate
<p>9. If you were to be asked about the kind of housing typology you would prefer, what would it be? Would it be modern housing designs or indigenous design technology? Describe your preferred housing design</p>	<ul style="list-style-type: none"> ▪ 407 (84%) respondents were happy with the current housing typology ▪ 58 (12%) preferred the indigenous designs in a form of a rondavel ▪ 12 (2.5%) did not indicate
<p>10. Are there any community development initiatives in your area? If yes, are you participating in them and what is your role?</p>	<ul style="list-style-type: none"> ▪ 227 (47.2%) said there were community development initiatives in a form of community gardens only

	<ul style="list-style-type: none"> ▪ 243 (50.6%) did not know of any community projects except the housing projects
<p>11. Who is driving the community development initiatives in your area? Is it</p> <ul style="list-style-type: none"> ▪ Upon community request ▪ Traditional council ▪ Municipality or ▪ Private developers 	<ul style="list-style-type: none"> ▪ 125 (26%) respondents said it was upon community request ▪ 69 (14.3%) said it was upon the call from the traditional council ▪ 184 (35.3%) said it was municipality ▪ 20 said it was private developers ▪ 80 (16.7) did not indicate
<p>12. If government were to create employment opportunities in or around your area, would you be in a position to work?</p>	<ul style="list-style-type: none"> ▪ 393 (81.8%) said they would be able to work ▪ 80 (16.6%) said no ▪ 7 (1.4%) did not indicate
<p>13. What is your main source of income?</p>	<ul style="list-style-type: none"> ▪ 139 (29.8%) said its child grant ▪ 110 (22.9%) said its old age grant ▪ 194 (40%) said its part time employment ▪ 24(5%%) did not have source of income
<p>14. Do you have electricity and water where you are living? If not, what do you use for cooking and lights?</p>	<ul style="list-style-type: none"> ▪ 252 (52.5%) said yes they do ▪ 166 (34.4%) said they do not have and they use firewood, paraffin and candles for lights.
<p>15. Do you have proper sanitation facilities? If not, what do you use?</p> <p>16. How far is the nearest school from your home?</p>	<ul style="list-style-type: none"> ▪ 277 (57%) said yes they do have ▪ 195 (41%) did not have. 65% of them use their own built toilets that are not well built while the 35% uses neighbors ones ▪ 9% did not indicate
<p>17. How far is the nearest access point to public transport from your home?</p>	<ul style="list-style-type: none"> ▪ 317 (66%) simply said transport is far and did not indicate how far ▪ 153 (31.8%) said its reasonable near ▪ 10 (2%) did not indicate
<p>18. Are there any positive things or government services for rural development that you see in your area or in your life on which you could commend government for? If yes, name a few.</p>	<ul style="list-style-type: none"> ▪ 190(39.6%) mentioned a house ▪ 97 (20.3%) mentioned state grants ▪ 96 (20%) mentioned toilets ▪ 37 (7.7%) mentioned electricity ▪ 22 (4.6%) mentioned feeding scheme at primary schools
<p>19. Is the permission to occupy (P.T.O) / certificate of occupation registered under your family's name? If not, why?</p>	<ul style="list-style-type: none"> ▪ 235 (48.9%) said yes they do have ▪ 232 (48.3%) said they do not have ▪ 13 (2.7%) did not indicate
<p>20. Do you have any issues regarding the security of your tenure?</p>	<ul style="list-style-type: none"> ▪ 54 (11.3%) said yes they do have ▪ 41.9 (87.2%) they do not have ▪ 7 (1.5%) did not indicate
<p>21. Are you currently receiving any form of assistance from government in terms of grants or pension? If yes, what type of assistance?</p>	<ul style="list-style-type: none"> ▪ 170 (35%) is receiving child grant ▪ 71 (14%) is receiving ill health grant ▪ 91 (19%) is receiving old age grant ▪ 154 (32%) does not receive any form of state grant
<p>22. If government were to ask you, what assistance would you need in order to improve your life, what would it be and why?</p>	<ul style="list-style-type: none"> ▪ 139 (28.9%) would like business subsidies ▪ 201 (41.8%) cited job opportunities ▪ 90 (18.7%) would like food gardens ▪ 47 (9.7%) mentioned other, of the 47 , 20 wants certificates, 15 want houses while 12 wanted education for their children

23. Are you involved in any agricultural activities in your area or in your household? If yes, what form of agricultural activities and kindly explain the objectives of such.	<ul style="list-style-type: none"> ▪ 300 (62.5%) have small food gardens at their households ▪ 174 (36.2%) they are not involved in any form of agriculture ▪ 3 did not indicate (0.6%)
24. If government were to provide alternative energy sources, would you consider using them in your house rather than using electricity?	<ul style="list-style-type: none"> ▪ 339 (70.6%) they would use them ▪ 134 (27.9%) they would not use them ▪ 7 (1.5%) did not indicate

3.1.4 Discussion of Findings

This section draws from transcripts of questionnaires filled by respondents to report findings on principal themes and sub themes which emerged from the survey.

3.1.4.1 Needs and Preferences

There is a great need for housing as the bigger percentage of people who are still awaiting their turns on the housing needs list (66%). The housing delivery process is regulated by certain prescripts in terms of the number of units that can be built at a go, especially in rural areas, the directive notes that 1000 is a limit for houses in a single project. One house per umuzi guideline also seeks to promote fairness in the way housing is delivered and in Ukhahlamba the respondents were not happy about what happened in their project as a result of the guideline.

The results of the survey indicates that 52.5% of respondents have access to water and electricity while 34% does not have while the premier’s report indicates that in 2007, 60% of households were served with basic water, and 66% served with electricity. This shows a decline from what the situation was in 2007. The issue of services is a critical issue in the human settlements fraternity, people realize that a house alone is just not enough to sustain them and as a result they need a home with all that makes it a home. This has also been highlighted by the Natal Witness “Echo”, (12 November 2009) which published a story about the residents of KwaPata in Pietermaritzburg who noted that “: We are fed up and want urgent intervention. About 99% of the houses in the area do not have electricity and as a result people steal electricity. Some of these low- cost houses do not even have water”. This was said by a community member following a two year old child who was electrocuted after touching live electric wires. This is a serious concern which even put community’s lives in danger, especially children. It goes without saying that a house alone is not enough to sustain communities. Breaking the New ground appears to be correct in its approach.

The issue of job opportunities came up very strongly, about 70% of the respondents are not employed and they need employment. When asked if they would be able to work if opportunities could be created, 81.8% of respondents said yes they would and in fact that is what they need more than anything. They

had a concern with their children who end up involving themselves in criminal activities because of lack of employment. Food gardens and seeds to engage in agricultural activities was also at the centre of the respondents in that 18.75 realize that agriculture could assist themselves in terms of making income and for consumption purposes.

Respondents also made a request to say if all the listed amenities could be made available to their service, they could contribute to the unemployment rate that is so high in KwaZulu-Natal rural areas (70%). They feel that if these social and economic services could be brought in their communities, they could even save on transport fees. Breaking the New ground Comprehensive plan seems to be the answer to the plight of many rural communities as it clearly stipulates that it seeks to create habitable human settlements that include social and economic amenities for the beneficiaries

3.1.4.2 Priorities and Other Support Amenities

Figure 4: Priorities and Other Support Amenities: Per Region

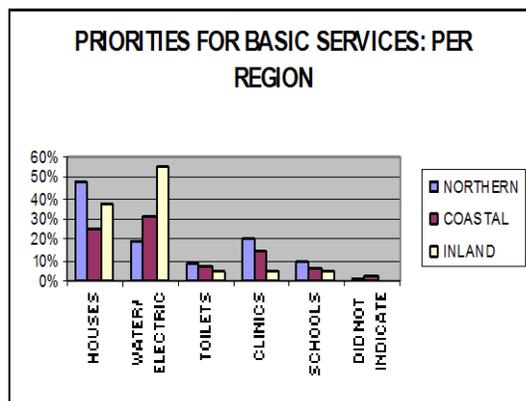
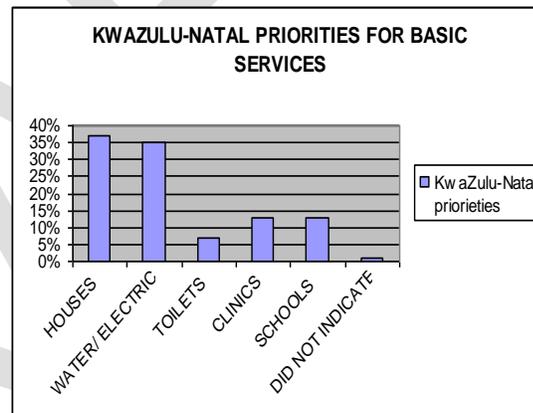


Figure 5: KZN: Priorities and Other Support Amenities



A bigger percentage of people chose house as their priority (37%), followed by electricity and water at (35%). Of this 37% who chose a house 30% of them were women. According to a study by an Indian NGO, all women listed a shelter as their most important need above food, health care and education.(George foundation: India’s interviews). When asked to prioritize more than 50% of the respondents had a challenge because they felt that they need all listed and one cannot do without the other.

The President of the country can attest to the issue of services because he made it clear on his state of the nation address in May 2009 when he noted that housing is about building communities with closer access to amenities. This signifies the importance of bringing in their communities what leaves people leave their homes and go to big cities.

3.1.4.3 Basic Services and Maintenance

Figure6: Level of Basic service delivery: **Per Region**

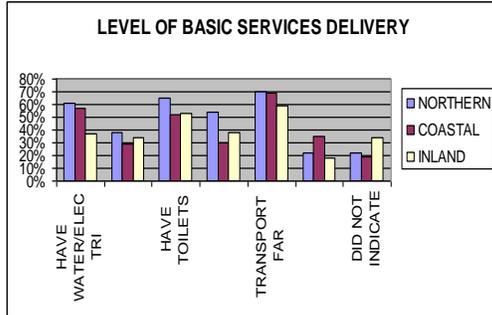
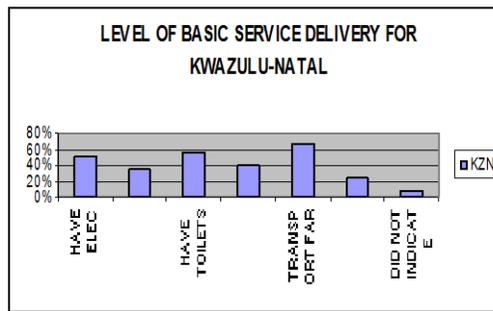


Figure7: Level of Basic service delivery: **KZN**



About 66% of respondents indicated that transport access points are far from households and children have to travel about 1 hour and a half house when they go to schools. In terms of literacy levels the survey shows that 19% of the respondents never went to school and the progress report acknowledges that Abet programme have reached 76000 learners of which 10000 have graduated. This will clearly make a difference to improve the level illiteracy in the province.

The survey indicates that 40% of the respondents do not have proper toilets, when comparing this to the office of the premier's stats which is 16% the survey results far outweighs the premier's results. The survey looked at proper toilets and those respondents who had own built toilets considered them as improper because of their condition.

The situation of those who do not have toilets also need an urgent attention. In Big five False Bay municipalities the team charted to a few respondents although they were not quantified and noted that they use toilets that they have built for themselves and when one looks at it, it looks like it may fall at any time. Others use neighbors' toilets and were complaining that they get full fast as a result of that. The following diagram shows the toilet that the field workers were offered in Big Five False Bay municipality.

Figure 8: Big Five False Bay toilet



3.1.4.4 State Grants

Figure9 State Grants: KZN

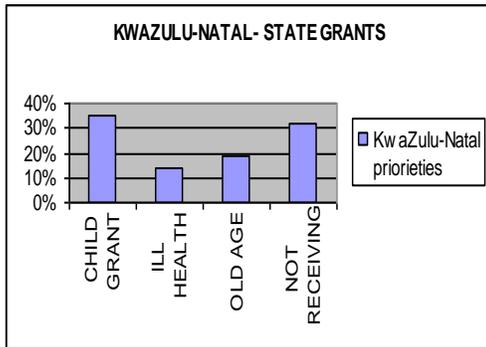
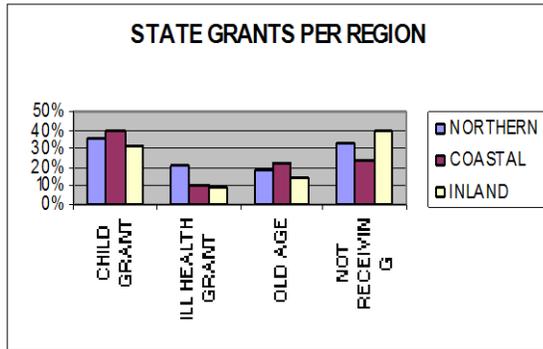


Figure10: State Grants: Per Region



It appears that most people rely on grants for survival, the results shows that 69% of respondents live on state grants. About 70% of the respondents are unemployed and according to the premiers office stats 63% of the working age group is economically inactive. The number of people that are unemployed plus dependents outweighs the proportion of the people employed in the province as the premiers report says there is 28% of the people who are employed in the province. This signifies a dependency ratio and to some extent explains increased backlogs in the social welfare grants.

When asked about their main source of income, its not surprising that state grants were still on top of the list. 52% depend on state grants as their main source of income while 25% rely on part-time job opportunities and about 7% did not have a source and live by remittances form other people. 81 % of them said would be able to work if they could get a job opportunity.

3.1.4.5 Assistance on Housing Development Process

Figure11 Assistance on Housing Dev Process: Per region

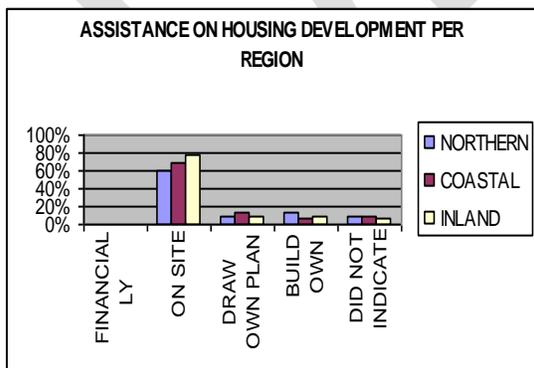
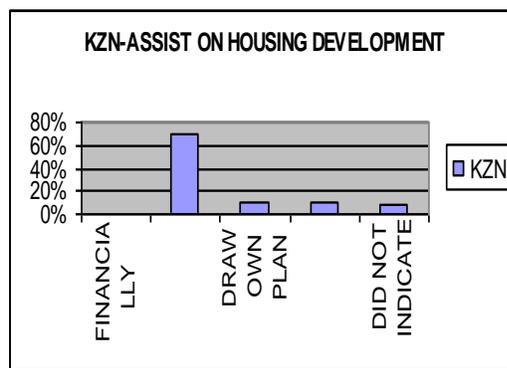


Figure12KZN: Assistance on Housing Development Process



Surprisingly there were 2 people who would help financially with about 68.8 who would help during construction with labour. 20% would like either to draw their plans or build their own houses. The individual voucher system would be relevant

to such people. The voucher system further empowers communities to access their housing subsidies for residential development in their current established communities. The individual rural subsidy Voucher Programme is based on the principles of owner builders who take the building of their own homes into their own hands. Rural households are empowered through participation in the construction of their houses. The survey indicates that in average people are generally aware of the housing projects, (80%) but more than half of the respondents are not satisfied with the way housing is being administered (52%).

3.1.4.6 Community Development Initiatives and Agricultural Activities

Figure13: Community development initiatives: Per region initiatives

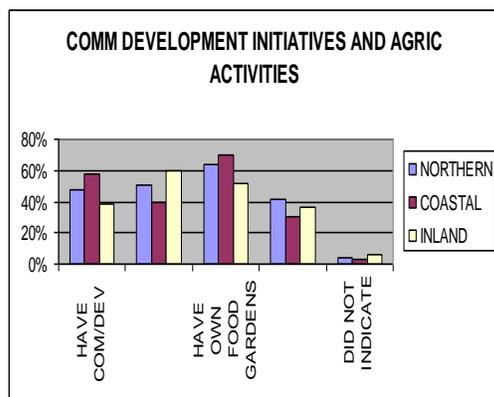
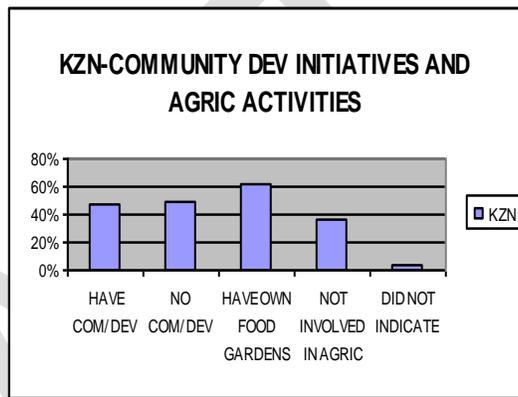


Figure14: KZN: Community development



47.2% of the respondents said there were community development initiatives in their areas in a form of community vegetable gardens only while 50.6% did not know of any community gardens in their areas. Of the 243 respondents who had community gardens only 35 had a role as people who plough and do sprinkling in the garden. Of those who had roles only 1 man was involved and that man was youth and that was in Richmond. Richmond garden was the best of all seen in these areas and it was a community initiative. 48.9 % do have Permission to occupy while 48.3% indicated that they do not have. In terms of ownership 87% indicated that they do not have ownership issues while 11.3% said they do have but did not indicate what kind of issues.

About 62% of respondents indicated that they do have small food gardens at their households but sometime they fall short on seeds and fertilizers. They would be very much encouraged to engage in this kind of agriculture for their subsistence needs if government could support them. 36.2% of respondents are not involved any form of agricultural activity and 1.4% did not indicate.

3.1.4.7 Assistance for Self Sustenance

Figure15: Assistance For Sustenance: Per region

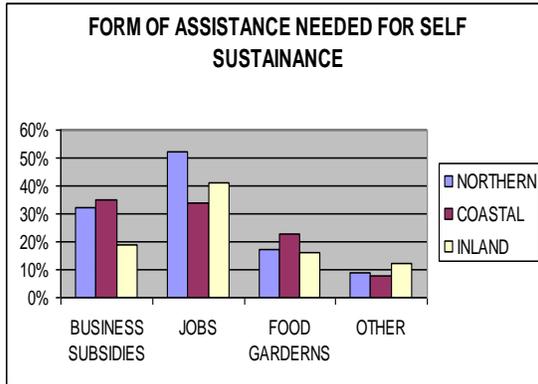
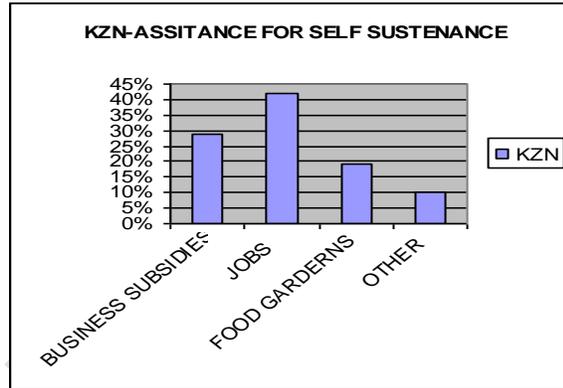


Figure16: KZN-Assistance For Sustenance



When asked what form of assistance they would like if they were to be asked by government, 28.9% of people said they would like business subsidies to start their own businesses while the bigger percentage cited job opportunities (41.8%). The issue of food gardens also came up with 18.7% wanted them with seeds to start their own gardens and 9% mentioned other and of those who mention other, 20 wants certificates to qualify their trades, 15 wants houses and education.

3.1.4.8 Benefit from Housing Projects

Figure17: Benefit from Housing projects

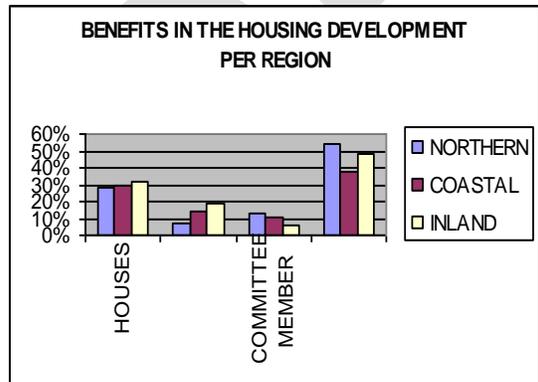
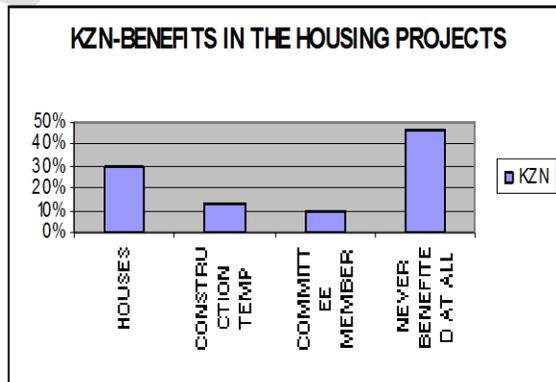


Figure18: KZN: Benefit from Housing projects



About 33.3% of the respondents have benefitted from the housing projects in terms of getting houses while 47.2% have not benefitted at all, 13.3% has benefitted only in terms of jobs as they were involved in the housing construction process as builder and 9.6% were in the committee.

3.1.4.9 Improvements Needed

When asked what improvements would they like to see in the government's services, about 28% of respondents mentioned that road infrastructure must be improved in rural areas and Impendle registered the worst road conditions. 30% of respondents mentioned creation of job opportunities should be improved in the province and about 275 mentioned that housing development projects should be fast tracked because the process is too slow.

When asked to commend or criticize government on what has already been achieved, a bigger portion of respondents mentioned houses (39.6%) and some granny was so happy about her house saying she thought she would die without setting her foot on a corrugated iron roofed structure since she only has a rondavel roofed by grass. Others noted that even though some of them have not received them yet but there is hope that one day they would come to them as well. About 20% were happy with state grants which are making a lot of difference in their lives. 845 of the respondents are happy with the current housing typology while 12% not. When asked if they would use the alternative energy sources 70.6% said yes they would use while 27.9 said no they would not because the system was once tried in their area and did not produce desirable results and much of this was in Umzumbe and Umuziwabantu municipality

4. SECTION 4

4.1 Conclusion

This conclusion is based on the information provided by the KwaZulu-Natal rural communities as part of a questionnaire based survey conducted by the Provincial Department of Human Settlements.

The above findings reflects that people are generally happy with the current housing typology, about 84.7% of respondents said were happy and 12% preferred the indigenous type in a form of rondavel. About 80.6% of the respondents are aware of the housing projects in their areas, of those who are aware only 33.3% have benefitted in terms of getting a house and as such they are not satisfied with this situation (52%). It appears that much of their dissatisfaction (60%) of a housing need while 35% of them had a problem of defects on the contractor built houses and much of this was registered in Umuziwabantu and Umtubatuba municipality.

The survey results indicate that the most inherent needs of the KwaZulu-Natal rural communities appear to be employment opportunities (70% not employees) which have a great impact on the income of the households. Secondly, housing is a need as only 33.3% so far have received houses. Thirdly, bulk services are a biggest challenge because of the nature of rural areas and communities do need

them because they know they make life easier when they are available. It came to light that certain low income houses have been without electricity for about three years now. The 2007 office of the premier report indicates that in 2007 the cost of eradicating KwaZulu-Natal backlog for the five municipalities that are experiencing huge backlogs (Ugu, Zululand, Uthungulu, Msunduzi, and Uthukela) was 47,369,866,000 and that was water, sanitation, water distribution, electricity distribution, roads and refuse removal. This is a very challenging aspect of development and yet it is the key determinant of the quality of people's lives (access to services) and in order for the department to fully achieve its human settlement objectives, budget has to be set aside.

One house per umuzi directive was an issue in Ukhahlamba (Amazizi project). There are families with two or three structures in one umuzi and only one structure was roofed owing to the provisions of the guideline. Beneficiaries do not know whether to roof these houses on their own or the Department would decide to demolish the structures. They seek direction from the office.

Differences in political interests also came up very strongly, especially in Umtubatuba municipality. Beneficiaries allege that their municipality assists only those community members that affiliate to the political party that runs the municipality; in so much that they request membership cards before one can be assisted.

4.2 Observations

- Political commitment is key to the sustainability of rural communities
- Public participation and empowerment programmes are very important in developing rural areas. Government has to empower communities by building their capacity to participate in diagnosing the problem and offering solutions. Rural communalities, given a chance can assess their needs and influence budgetary allocations to a certain extent by identifying what could work for them.
- Urgent need for improvement of infrastructure
- Need to attract foreign aid for specific project

4.3 Recommendations

Department to strengthen relations with all stakeholders whose mandates impacts on rural development in order to provide well coordinated sustainable services to beneficiaries

Motivation for social services to be part of the housing subsidy quantum (individual) is key into realizing the objectives of breaking the new ground comprehensive plan. The housing package should include allowance for services for each individual subsidy to cater for services in order to achieve the Department's objectives as well.

The creation of conditions for young people to stay in rural areas and develop themselves locally is also important, that is in terms of recreational centres, schools and job opportunities and this speaks directly to the BNG plan. It is recommended that the dialogue between the traditional authorities and municipalities should be better promoted to ensure exchange of ideas on how to improve services and provide solutions to existing problems.

It is suggested that the province should align all rural development programmes to the benefit of rural beneficiaries. On the onset of a housing project, the Department of Human Settlement should first obtain a buy in from all relevant stakeholders and have their commitment to the project in order to ensure that integration of services can be achieved seamlessly to ensure sustainability, that is, strengthen projects such as 'one house one garden' and agri-village projects.

Woman advancement programmes and awareness campaigns in rural areas are also key to community empowerment and this would educate women about their rights and opportunities which they can exploit in order to build themselves and their families sustainably e.g. financial assistance and mentorship programmes for starting up businesses.

It has been noted that housing delivery is not as good as it should be partly because of budget constraint. It is advised that the province has to build partnerships with private sector to facilitate Investment and rural social development process (through social mobilization) that will enable rural communities to better organize, pool resources and address both socio-economic and strategic concerns that relates to provision of basic services.

It is further recommended that these survey results be used as a benchmark so that when a similar survey is conducted, it will demonstrate where positive changes have been made as a result of project activities and the increasing role that rural communities play in determining the direction of their development.

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