



# BNG

Breaking New Ground

Journal

The official publication of the Ministry of Human Settlements, Water and Sanitation | June - August 2020

## HUMAN SETTLEMENTS INDABA

Strengthening partnerships to transform human settlements for spatial justice and social cohesion





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Port Elizabeth, Eastern Cape

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| <b>Back-issue Enquiries:</b>                 | <a href="mailto:BNJJournal@dhs.gov.za">BNJJournal@dhs.gov.za</a>   |
| <b>ISSN Number:</b>                          | 2520-9442 (Print)  |
| <b>ISSN Number:</b>                          | 2521-5531 (Online)   |



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# Minister's Foreword



Over the past three months we have had to put measures in place in order to respond swiftly to the COVID-19 pandemic which necessitated the national lockdown following the declaration by the President of the State of National Disaster. These measures included water provision and accelerating the allocation of finished houses to qualifying beneficiaries. The ultimate objectives of the latter were to enable our people to practice safe hygiene and effective social distancing.

While we have made some strides in delivery of potable water across the country, we encountered some delays in the delivery of Temporary

Residential Units (TRUs). The delays were as a result of the closure of building suppliers during Alert Level 5 Regulations of the lockdown and certain approvals we had to obtain before we were able to proceed with our projects amongst others.

However, through the establishment of the Command Centres to deal with both human settlements and water and sanitation interventions we have been able to record some successes. The Command Centres involve all the role players from the spheres of government and this makes it possible for us to know what the situation is across the country and to respond accordingly.

On water provision we have delivered close to 19 000 water storage tanks and over 1400 water tankers, whilst on human settlements we continue to handover finished houses to beneficiaries, with the recent one in Merafong where we handed over 1500 housing units, and built TRUs. Already we have handed over some TRUs in Wilgespruit, Roodepoort and are still building 1000 structures for hostel dwellers in Tshwane.

We must acknowledge that it has been a challenge to discourage those who are in need of decent shelter not

to participate in the illegal activities involving land invasions. This as we have recently witnessed in Cape Town and other areas lead to forced evictions, displacement of people and delay in the implementation of housing projects. Moreover, it adds to the backlog of informal settlements. Already in Cape Town we have over 400 informal settlements with an estimated household of over 220 000, Ethekwini close to 600 informal settlements with over 280 000 households.

As the country works towards containing the spread of the COVID-19 virus we need to adapt to our new normal. We have to wash our hands regularly with soap and water or use sanitisers and wear our cloth masks when in public spaces. As we are fighting an invisible enemy we need to keep our surroundings and environment clean and adhere to the COVID-19 Regulations, which are in place for all of our protection. If we can together positively contribute in the fight against this pandemic, history will record us as the nation that fought a good fight.

**L N Sisulu, MP**  
Minister of Human Settlements,  
Water and Sanitation

# Editor-in-Chief

**W**elcome to the 5th Edition of the Breaking New Ground Human Settlements, Water and Sanitation Sector Journal.

We have agreed with our Water and Sanitation colleagues that we would work together in producing one publication for our sectors. Going forward, the publication will include news from both departments. We also take this opportunity to welcome all water and sanitation sector stakeholders and partners to the human settlements family.

Just a quick introduction of the Journal to our colleagues and stakeholders from water and sanitation sector, the BNG Journal is a quarterly publication that is aimed at helping the sector to provide a uniform understanding of the objectives, achievements and challenges of the sector as a whole. We invite feature articles

from journalists, analysis from academic researchers, industry experts, and government officials to reflect on their experiences from the perspective of ordinary South Africans.

The last quarter was a busy one for the sector with the Minister of Human Settlements, Water and Sanitation, Ms L Sisulu hosting stakeholders and partners in an Indaba where she tabled the Departmental plans for the next five years. The support we received was overwhelming and it demonstrated that together we can do more and even grow our country more.

At the end of 2019, Minister Sisulu launched the Water and Sanitation Master Plan that outlines a series of urgent steps to be taken and implemented in the water sector to address systematic and infrastructural challenges to secure continuous and uninterrupted water supply. The plan

was widely accepted by the industry role players and the public at large.

Lastly, this publication is currently being produced during what can only be described as an unprecedented and catastrophic moment in the history of humankind with the advent of the Corona Virus Disease 2019 (COVID-19) as it spreads around the world and ravages all of humanity. We appeal to all our readers and stakeholders to adhere to all precautionary measures, especially social distancing so that together will fight off this disease.

Let us stay safe and continue engaging as the sector in our various communication platforms – and contributions can be forwarded to [bngjournal@dhs.gov.za](mailto:bngjournal@dhs.gov.za).

**Gwen Shole**  
Editor-in-Chief

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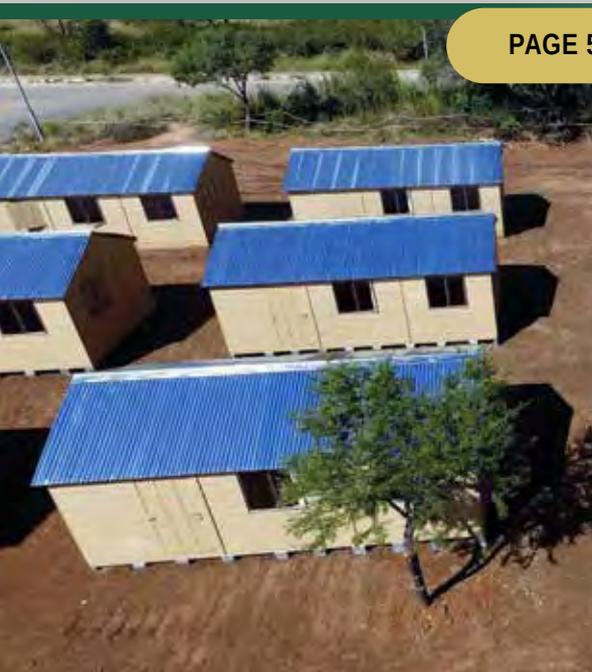


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# Strengthening strategic partnerships to transform human settlements for spatial justice and social cohesion

Lindiwe Sisulu - Minister of Human Settlements, Water and Sanitation

**T**his is our third Indaba and we would like to pick up from where we left off. Minister Zuma has outlined how we work. We call it co-shared governance. In all it is meant to:

- Promoting active citizenry to strengthen development, democracy and accountability. We have to make our citizens understand that each one of us, have a responsibility.
- Unite all South Africans around a common programme to achieve prosperity and equity and reverse the effects of the past.
- Bringing about faster economic growth, higher investment and greater labour absorption.
- Focusing on key capabilities of people and the state.
- Building a capable and developmental state.
- Encouraging strong leadership throughout society to work together to solve problems.

- Making sure that we understand the needs of our people and work together with them to overcome the enormous challenges we face.

We recognise your continued desire to contribute to our national development agenda in human settlements. We hear your frustrations about continued blockages and the slow pace in getting projects ready for development, resulting in huge cumulative costs to the sector associated with the contractors' waiting/ holding times.

We concur that there is an urgent need for proper regulation of the 30% empowerment stake in developments while protecting concerned preferential groups being women, youth and people living with disabilities, against criminal elements intent on gain without sweat.

One of the key take-away commitments from today's discussion must

be a commitment from government to enhance our relationship and within government structures, arrangements regarding planning and implementation, and for dealing with developers and developments, to allow for easier and efficient achievement on target and on time.

The Department of Human Settlements is in the process of developing the best possible funding and financing model that will enable the achievement of a vision of sustainable human settlements and improved quality of household life. The new funding and finance model will assist in addressing (a) investment in priority development areas; (b) upgrading informal settlements; (c) ensuring access to various forms of housing assistance to qualifying households; and (d) Investment, requisite infrastructure including public spaces.

The Department will during this period review our funding model to

## “We want to encourage more young people to participate in construction of houses as a form of service to the community and their country..”

Lindiwe Sisulu, Minister of Human Settlements, Water and Sanitation

better support the establishment and maintenance of a sustainable public and private residential environment that ensure viable communities within various neighbourhoods with access to economic opportunities, health, educational and social amenities.

We remain resolute in enforcing transformation of the construction and property sector for the benefit and participation of prioritised groups and you should all know by now that these are Women, Youth, People Living with Disabilities and Military Veterans. As such, we shall endeavour to forge strong partnerships with Cooperative Movements, Traditional and Local Leadership, Built Environment Councils and Associations rep-

resenting the socioeconomic interests of the prioritised groups.

At the core of this developmental agenda is assured consensus through social compacting that places emphasis on accelerating delivery of adequate housing; job creation; national youth service; enterprise incubation and mentorship; specified bidding process for prioritised groups in order to transform the procurement regime.

We declare a new covenant on building robust youth owned business entities, women owned business entities, and military veteran's business owned entities and also people

living with disability owned business entities.

We further commit to ensuring that the set aside targets of 30% for allocation of business projects to these prioritised groups are embedded in the Housing Code which is the blueprint of service delivery in the housing and human settlements sector. We pledge to refocus on the Youth Build, Women's Build and 16 Days of Activism towards communities in distress or emergency situations, social and student housing as well as refurbishment of shelters for abused women and children.

We want to encourage more young people to participate in construction



Stakeholders during Indaba

of houses as a form of service to the community and their country, and at the same time become empowered by gaining skills, further learning and employment. Learn a trade in construction and you are immediately employable and you have the potential to start your own business.

The 2019-2024 Medium Term Strategic Framework outlines actions to be achieved by the Department of Human Settlements within the context of fulfilling its mandate expressed in Section 26 of the South African Constitution (Act 108, 1996) which states: 'Everyone has the right to have access to adequate housing. The state must take reasonable legislative and other measures, within its available resources, to achieve the progressive realisation of this right'.

While the department has delivered more than 4.7 million housing opportunities since 1994, housing in the country still remains a moving target with Statistics South Africa estimating that the country's housing backlog

still stood at 2.3 million.

Looking back, this achievement was supported by many of you with us today – our stakeholders through the 2005 Social Contract for Rapid Housing Delivery, which was conceptualised to support the implementation of the Breaking New Ground (BNG) policy. This model of our joint efforts assisted the Department to perform well and in 2014 the department jointly with sector stakeholders committed to work together to deliver:

- (a) 1.5 million housing opportunities, including 110 000 affordable housing opportunities for the gap market, 70 000 affordable rental opportunities, undertake 50 catalytic projects and install basic services and infrastructure in 2000 informal settlements, while laying a foundation that will ensure that by 2030 all South Africans live in adequate housing.
- (b) Eradicate the backlog of title deeds for pre and post 1994

housing stock.

The Department had successfully engaged with various stakeholders in the Human Settlements Sectors to input into the objectives of today's Indaba in order to accelerate the performance of the 2019/24 priorities for Human Settlements and to identify areas of collaboration for the sector stakeholders that will be anchored in common ground for Medium Term Strategic Framework period. The outcomes of these engagements will inform policy and programme refinements and strengthen partnerships as we move forward.

We acknowledge the sector did not perform well enough during the previous term and that the Government's new approaches to human settlements development and service delivery requires intensified effort to promote a culture of responsiveness, mutual respect, mutual accountability, trust and collaboration for problem-solving.

According to the feedback we received from the sector, key challenges included:

- High and frustrating levels of instability in development processes
- Payment of invoices within 30 days especially to emergent and empowerment stakeholders
- Stalled projects due to lack of bulk infrastructure services and misaligned bulk services funding
- Frustrations relating to tools for effective program and project management
- Transformation to support small and developing layers



- Regulation regarding 30% empowerment stake in developments for preferential groups
- Cumulative costs to the sector associated with contractors waiting/holding time

The new partnering framework will guide all actors in building stronger relationships, within the department itself, with other National government departments, with provinces and local government, and with the whole of society, to promote a culture of responsiveness, mutual respect, mutual accountability, trust and collaboration for problem-solving.

We are organising for Innovation and Transformative Technology (ITT) to become the catalyst to mainstream

the concept of Sustainable Human Settlements. Sustainable settlements that increase water and energy security, settlements that are environmentally friendly and ideal to bring up our children, settlements that experiment with urban agriculture to both increase our food security as well as contributing to the greening of our cities, settlements that decrease their ecological footprints and contribute to a low-carbon economy.

All of this on the back of new Innovation and Technology developed through partnerships with the private sector, the banks, sector departments, professional bodies, and, our own scientific research institutions such as the Water Research Commission and their

local and international partners. We will also engage an implementation model that contributes directly to alleviating poverty, inequality and unemployment.

Over the MTSF 2019/24, through partnerships, the human settlements sector in Innovation and Transformative Technologies will achieve the following:

- The human settlements sector will ensure a consistent but progressive approach to Innovation and Transformative Technology, through compliance to the Science and Innovation Technologies 10-year road map that has been developed in conjunction with the Department of Science and Innovation.



Minister Lindiwe Sisulu and members of Indaba Panel

- The partnership between the National Department of Human Settlements, Department of Environmental Affairs and the Water Research Commission (WRC) will ensure efficient and sustainable drinking water and waste water management in the houses by using smart and green waste water treatment, supply diversification taps and sanitation solutions. This will be coordinated through a water and waste flagship programme.
- The partnership between the Department of Human Settlements, Gauteng Institute for Architecture, NHBRC, Department of Environmental Affairs, Black Business Council and Water Research Commission will see the establishment of a design build academy serving as a knowledge hub, innovation portal/repository and training centre to prepare beneficiaries for uptake of the innovative and transformative technologies.
- Women will benefit through a partnership between the Department of Human Settlements and the Gauteng institute of architecture through a design inclusionary programme to capacitate black women in modern innovation designs.
- For the youth, the partnership between the Department of Human Settlements, Water Research Commission, and Department of Environmental Affairs and Black Business Council will see the establishment of a youth capacitation programme training young professionals, students and young contractors in local and relevant international innovation building systems.



Minister Lindiwe Sisulu and members of Indaba Panel

- The sector will ensure that there is modern contemporary green, zero energy innovative designs through a partnership between the DHS, SHRA, NHBRC, Black Building Council, Department of Energy; and, the Water Research Commission.
- The sector yield maximum outputs from big data by establishing a dynamic real-time Human Settlements database on ITT through a partnership between DHS, NHBRC, South African National Space Agency (SANSA) and the Water Research Commission.
- The monitoring of human settlements sector projects will shift towards the use of 4IR (Artificial Intelligence and big data), Building Information Modelling, through partnerships with the NHBRC, Water Research Commission, and SANSA.

We recognise that we have a shared commitment to achieving improved human settlements and spatial transformation in South Africa. As government, we know we cannot achieve these objectives on our own. As a Department, we have given consideration to how we can be more deliberate and thoughtful in how we work together within government, as well as with our external partners.

We invite all of you to join us in committing to a partnering approach and a culture of collaboration to achieve our shared goals.

The Department of Human Settlements recognises the need to do things differently. We have identified a number of 'strategic enablers' to strengthen the implementation of policies and programmes. These include:

## “The Department of Human Settlements cannot deliver on the human settlements mandate without the commitment of all of you...”

Lindiwe Sisulu, Minister of Human Settlements,  
Water and Sanitation

- Promoting a common understanding of human settlements policies and programmes with the three spheres of government and relevant stakeholders.
- Assessing capability and capacity gaps and promoting implementation capacity at all three spheres of government.
- Providing guidance to human settlements entities to achieve specific outcomes.
- Collaboration with government entities on research, GIS, Big Data and remote sensing capabilities.
- Implementing a stakeholder consultative process for policy development and implementation.
- Implementing a framework and platforms for vertical and horizontal collaboration and alignment between national departments, spheres of government and entities.
- Implementing co-planning, co-financing and co-implementation between national departments, spheres of government and entities, with a collaborative approach to unblocking impediments.
- Adopting a collaborative approach to human settlements communication.

- Ensuring regular monitoring and reporting on the implementation of collaboration compacts.
- Developing a common understanding on the role of stakeholders in supporting programme implementation.

The Department of Human Settlements cannot deliver on the human settlements mandate without the commitment of all of you. The considered partnering approach we are entering into with yourselves today will enable us to collaborate effectively with internal teams and our external partners.

We have heard you and the collaborative approach focuses on:

- Developing shared goals and objectives and a common agenda;
- Pooling resources for collective impact;
- Co-creating solutions based on shared understanding of the problem and reinforcing activities by partners;
- Collectively generating and sharing communications;
- Building processes, systems and technologies to leverage resources and develop shared accountability;

- Developing collaborative cultures, attitudes and leadership that is adaptive, innovative and responsive to external input; and
- Developing cross-boundary and cross-sector structures to enable shared accountability, risks and rewards.

We acknowledge the work that our external partners have already contributed to this process. We appreciate your input into the Round Tables, the Position Papers and this ongoing dialogue. We invite you to continue this collaboration by committing to doing things differently, so that we get different, improved results. We commit to learning from you and sharing our experiences so that we go into the next four years with a view to achieving a better future based on learning from our successes and failures.

I want to conclude with a statement from Henry Ford, who said: “Coming together is a beginning; keeping together is progress; working together is success.”



## Making Integrated Development a reality – The District Development Model

Dr Nkosazana Dlamini-Zuma - Minister of Cooperative Governance and Traditional Affairs

**T**his Indaba happens just over a month since we hosted the Joint MinMEC of Ministers and MECs responsible for Human Settlements and Cooperative Governance.

The MinMEC considered the District Development Model (DDM), amongst other items. We also noted that it seeks to address the prevailing lack of coherence and coordination, in

governance and implementation. We agreed that by using the District as the landing strip for development, we will be able to maximise our impact on the ground.



Ministers Sisulu and Dlamini-Zuma engaging stakeholders

We also expressed our belief that joint planning and coordination can be a catalyst for fundamental socio-economic transformation.

However, we noted that the implementation of the DDM requires a mind-set change which must localise all our plans and actions. We also noted that so far, we had jointly finalised the profiles of the three pilot districts which are OR Tambo, eThekweni and Waterberg. Currently, we are in the process of finalising the other 23 profiles of the districts we intend to visit and work within this year.

The profiles were undertaken with inputs from all spheres of governance and the community to capture:

- (a) the current and future demographic trends to determine size, make-up and needs.
- (b) the existing socio-economic trends and challenges which include levels of hunger, poverty, inequality, unemployment and skills.
- (c) the quantum and type of public sector investments undertaken by all the spheres of governance.
- (d) the state of governance and service delivery in each municipality, so that we may begin to find areas that may require strengthening.

We also interrogated the potential opportunities held by each district so that we may develop joint action and investment plans. We also identified potential anchor projects which may be catalytically to advance development in each district.

It had also been our intention to conduct a thorough district wide skills audit so as to identify the available skills in the public, not for profit and private sectors. However, so far, we have only managed to determine the skills gaps within the District and Local Municipalities.

The process is not perfect, and we intend to fix the plane as we are flying it.

Going forward we intend to strengthen these shortcomings. This will require that we also deepen our collaboration with other departments and spheres as well as stakeholders. Having said that, there are emerging lessons from the three profiles we have concluded thus far.

The pilot sites are a characterisation of the triple challenges of poverty, inequality and rampant youth unemployment. For instance, the youth constitute 80% of the population and 54% of them are unemployed in OR Tambo District Municipality. This is as a result of large-scale poverty as well as limited access to skills and education with about 31% of the people in that district having no education at all. As an immediate response, to this short coming, we have collaborated with the Department of Rural Development and the Defence Force to transform the National Rural Youth Service Corps (NARYSEC). We are currently training 1 000 young people from the pilot sites in agriculture and life skills, in a disciplined and patriotic manner.

Our last Human Settlements/Cooperative Governance MinMEC agreed to implement a similar programme in the construction and maintenance area. This will assist our departments and the other spheres with construction

and maintenance work, whilst also dealing with youth unemployment and skills development.

We have also learnt of the growing number of women headed households, with OR Tambo District Municipality having about 57% of the households being headed by women, Waterberg has 41%, and eThekweni has 42%, while the national average is 37.9 %. There are also high levels of child headed households with OR Tambo District having more than 7 000 of such households. This brings to question the extent to which our current programmes are targeting these households and are being responsive to these realities.

Our settlements remain unresponsive to the aspirations of our people and are largely based on Apartheid spatial planning patterns. For example, in eThekweni, the southern part continues to be poorer and largely constituted by Africans, whilst the north is more affluent and constituted by whites.

Our cities are also bursting at the seams with the high rural urban migration. No matter how much we redesign and revamp our cities; they simply were not designed to take such large inflows. We must therefore

transform our rural settlements, by giving them a more urban face. As we build new cities, we must focus on areas such as OR Tambo District Municipality and locate opportunities as well as our smart cities there. This will curb the rural to urban migration trends.

So far, our industrial and private sector investments have concentrated themselves in areas that have been advantaged with opportunity. This has led to low local economic growth in rural and township areas. This is an indication that we need to focus on the untapped potential.

For instance, OR Tambo District Municipality has a 160km coastline which could be a tourist, fisheries and maritime mecca. It has an abundance of land, vegetation, wildlife and talented people who can grow and create things, yet it is one of the poorest districts. It is indeed a living testament of the African paradox of a rich Africa but poor Africans. Incidentally Africans constitute over 90% of the population in the district. Despite its potential areas of growth OR Tambo's institutions of higher learning, including the Walter Sisulu University do not offer any Agriculture, Mining, Tourism, and Oceans Economy courses.

**“The utility of the One Plan, One Budget  
is that it will direct efforts towards  
addressing these challenges and maximising  
on the opportunities...”**

Dr Nkosazana Zuma-Dlamini, Minister of Cooperative Governance  
and Traditional Affairs

The utility of the One Plan, One Budget is that it will direct efforts towards addressing these challenges and maximising on the opportunities.

From a public sector investment perspective, it is very clear that there have been significant financial injections into the three pilot sites. Last year alone we calculated no less than R71.6 billion. Predictably, because of prevailing allocations formulas, despite being the second poorest municipality in the country, OR Tambo District Municipality got the least at R11.2 billion in spite the relatively larger needs and challenges.

Even though the municipalities receive the lowest share at 8.9% in terms of the Division of Revenue formula, their investments constitute over 20% of investments into those areas. By contrast provincial government receives about 43% of national allocations but that sphere's investment amounts to only 23% of investments into those districts.

The bulk of the project investment into those areas comes from national government at 56.4%.

Despite these investments there is limited visible impact and there is also a mismatch between local plans and the investments of the two other spheres. This could also be as a result of poor integration and coordination of programmes and projects both vertically and horizontally. For

example, in Lusikisiki despite the low skills and education levels in the district, a training college had been shut down and converted to government offices. Thankfully and as a result of the community demanding so, the President has instructed us to reopen the training institution and relocate the government offices.

We also found that some of the departmental projects are not spatially mapped, which makes it difficult to cross reference projects. Thus making it difficult to hold those departments accountable, making them vulnerable to corruption. In collecting the project data for the profiles some of the information was outdated while other information was not disaggregated to a ward level. Therefore, there is a need to strengthen our data gathering and research capabilities so that all our information can be disaggregated to a ward level in order to develop specific and accurate plans that respond to real challenges on the ground.

As we interacted with the various districts it's clear to us that in OR Tambo and Waterberg will have to enhance the skills there, if we are to succeed in implementing the model.

In OR Tambo District Municipality, the skills that are required include engineering, supply chain management, financial management, town and regional planning, economic development, infrastructure maintenance and

planning, social facilitation, oceans economy, agricultural expertise, Information Management, Communications and Technology and tourism development.

In order to institutionalise the District Development Model and address the challenges identified through the pilot process, a five-pronged approach has been approved by the Presidential Coordinating Council. The strategy addresses, the provision of political leadership and capacity to the districts. To advance this the President has deployed Ministers and Deputy Ministers as champions to each district and metro. The premiers will also deploy MECs to the various districts and metros so that they can work closely with Ministers, Deputy Ministers and constituency offices.

The strategy also brings about institutional reform and Monitoring and Evaluation system which will be accessible to all spheres and sectors of governance, so as to bring about transparency in project and financial management. The strategy also seeks to institutionalise the 25-year planning framework as anticipated by the White Paper on Local Government.

Ultimately, we will act as one government, with one plan and one budget so that we may free our people from the bondages of underdevelopment, hunger, deprivation, corruption and ignorance.

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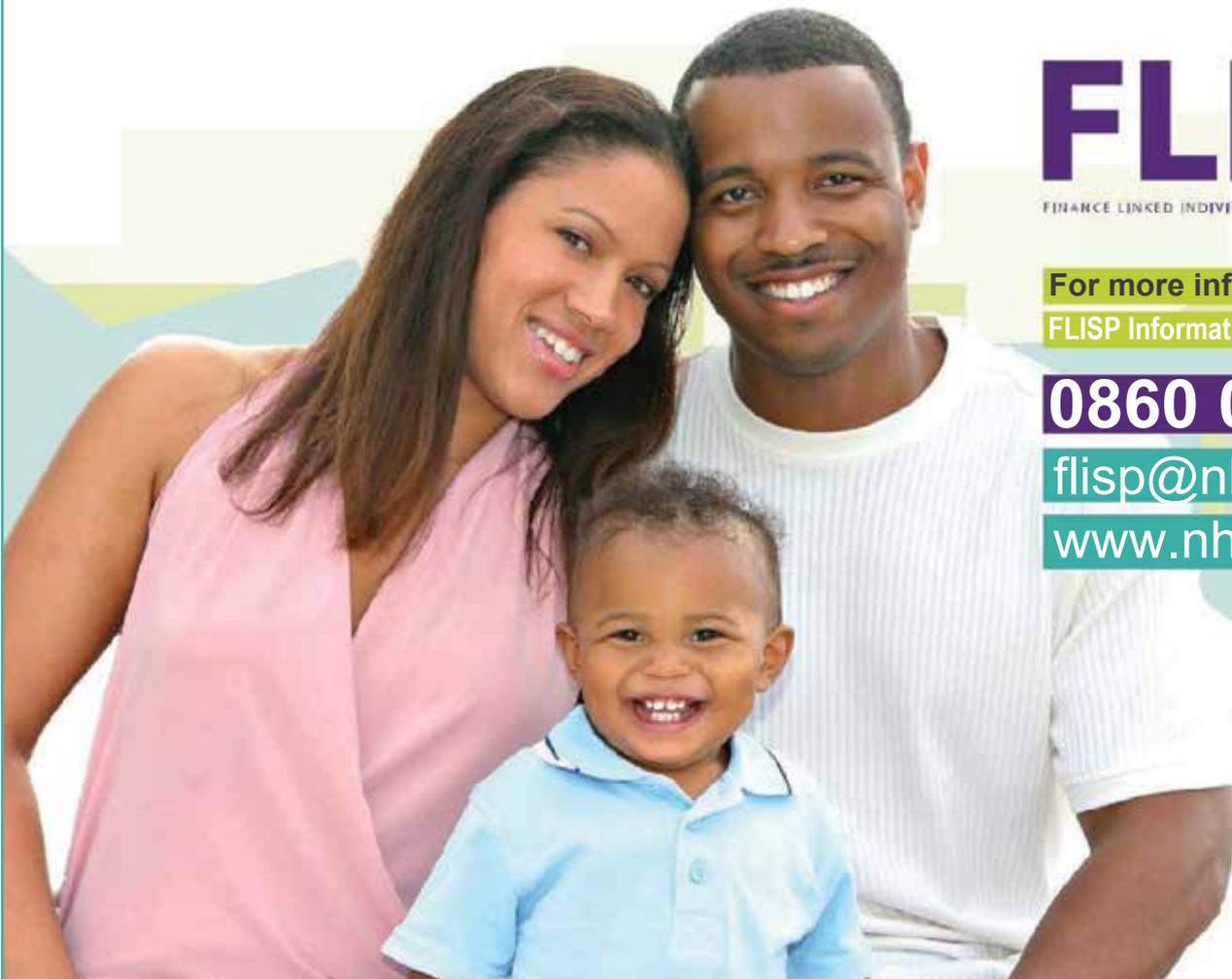
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# Cities of opportunities: Connecting Culture and Innovation- World Urban Forum 10

Mandla Gumede



The Tenth Session of the World Urban Forum (WUF) took place in Abu Dhabi in the United Arab Emirates earlier this year. The theme for this year event was Cities of opportunities: Connecting culture and innovation.

Pam Tshwete, Deputy Minister of Human Settlements, Water and Sanitation

The session was officially opened by the executive Director of the United Nations Human Settlements Programme (UN-Habitat) Maimunah Mohd Shariff. She emphasised the importance of this gathering as world leaders have set a time line to achieve the Sustainable Development Goals by 2030.

“There is now a global recognition that we need to get urbanisation right, if we want to achieve sustainable development. World leaders have set a timeline to achieve the Sustainable Development Goals by 2030. At the heart of this commitment is Sustainable Goal 11, which calls on us all to ensure that cities and human settlements are inclusive, safe, resilient and sustainable.

“WUF is even more relevant now as it is one of the few global platforms that is truly inclusive. Government representatives get to meet mayors, private sector partners, and civil society to debate and jointly find innovative solutions to the challenges that cities and communities face,” said Shariff.

Welcoming the participants in Abu Dhabi on behalf of Government, the Chairman of the Department of Municipalities and Transport Falah Mohamed Al Ahbabi emphasised the role played by cities to initiate and sustain innovation.

“Our cities, with their concentration of people, ideas and resources serve as catalysts to initiate and sustain innovation. Cities are hubs of innovation, which can address a wide range of urban challenges. Cities must develop under a continuous

process of reinvention and renewal, in line with evolving conditions,” said Al Ahbabi.

The World Urban Forum was established in 2001 by the United Nations to examine one of the most pressing issues facing the world today: rapid urbanisation and its impact on communities, cities, economies, climate change and policies.

WUF is one of the most inclusive international gathering on urban challenges. It aims to raise awareness of sustainable urbanisation among stakeholders and constituencies including the general public, improve collective knowledge on sustainable urban development through inclusive open debates, sharing lessons learned and the exchange of best practices and good policies.

Since its inception at the first meeting in Nairobi, Kenya in 2002, South Africa has participated in all WUF meetings. The first Chairperson was Sankie Mthembi-Mahanyele a former Minister of Housing in South Africa.

The South African delegation was led by the Deputy Minister of Human Settlements, Water and Sanitation, Pamela Tshwete who officially opened the South African Pavilion in Abu Dhabi. The SA Pavilion is an Exhibition stand where Team South Africa come together to exhibit, engage, host bilateral meetings, etc.

The Deputy Minister challenged Team South Africa to engage all and to learn from good practices from other countries. She further challenged them to be good ambassadors of

the country by sharing good policies that has assisted in developing good human settlements. “You must share our huge achievements that we have achieved as a country. You must also learn from their good practices that we need to take with us back home. When we reach home, we must meet again to reflect on what we learned,” concluded the Deputy Minister.

WUF sessions are known as the ideal place to forge new partnerships, share knowledge and network. Team South Africa participated in a number of meetings where future partnerships were discussed. The Deputy Minister met with among others Minister of National Housing and Social Amenities in Zimbabwe, Daniel Garwe and Deputy Executive Director for UNHABITAT, Victor Kisob.

The South African Pavilion at the WUF10 exhibition was themed “Transforming human settlements for spatial justice and social cohesion and creating safe inclusive sustainable and resilient human settlements”. The pavilion sought to showcase and highlight programmes, initiatives, partnerships and solutions dedicated to implementing the New Urban Agenda and Agenda 2030.

The pavilion also served as a meeting place to exchange experiences and provide updates on Team South Africa’s engagements. The pavilion hosted bilateral meetings, presentations and networking events. Team members also engaged with visitors on to the pavilion on policies and programmes of the Government of South Africa.

# Minister Sisulu officially launched the Water and Sanitation Master Plan

Lebogang Maseko



**M**inister Lindiwe Sisulu officially launched the National Water and Sanitation Master Plan that is aimed at ensuring water security for the country. The Master Plan was launched at the CSIR Conventional Centre in Pretoria.

The National Water and Sanitation Master Plan outline a series of urgent steps to be taken and implemented in the water sector to address systemic and infrastructural challenges to secure continuous and uninterrupted water supply.

Addressing scores of sector role players, Minister Sisulu expressed that the Master Plan also outlines immediate interventions that would be taken to respond to challenges faced by the sector. Namely, infrastructure investment and maintenance, capacity of municipalities, transformation in the sector, licensing of water use, capacity of the Department and its agencies, amongst others.

“We are faced with a backlog of challenges we need to address urgently if we are to achieve water security for all. We need to address our own insufficient investment in water infrastructure and inadequate management of the water sources we have,” Minister Sisulu said.

She added that: “The Master Plan introduces a number of measures to secure water for communities and economic development. It is a

programme of action for the Water and Sanitation sector but remains largely a Plan for the country in addressing both Water and Sanitation challenges.”

Also speaking during the launch was Public Works and Infrastructure Minister Patricia de Lille, who stressed the need to maintain ageing infrastructure and prioritising the building of new infrastructure.

“We need to look at the water leaks all over the country so that we don’t waste the resource,” Minister De Lille said.

She said government would invest in a number of water resource infrastructure projects, including, among others, the Lesotho Highland Water Project Phase two, De Hoop Dam in Limpopo and Clan William Dam.

Some of the key strategic objectives of the Water and Sanitation Master Plan announced by Minister Sisulu are:

- 1) To structure the Department to make it fit for purpose, eliminate wastage and any loss due to corruption and mismanagement of resources.
- 2) To address the water and sanitation goals of the country as envisioned in the National Development Plan (NDP), the Sustainable Development Goals (SDGs) (in particular SDG6: “Ensure Water and Sanitation

For All”) as well as the African Union Agenda 2063.

- 3) To support the President’s Economic Stimulus and Recovery Plan (ESRP) and gives priority to the ‘Five broad parts’.
- 4) It gives effect to initiatives and programmes announced in the State of the Nation Address 2019 (SONA), specifically, the Public-Private Growth Initiative (PPGI). The President highlighted that the new approach to infrastructure development is based on stronger partnerships between the public and private sectors, and with local communities. It includes a special package of financial and institutional measures to boost construction and prioritize water infrastructure, roads and student accommodation through a more efficient use of budgeted money.

The Plan has since been widely welcomed by role players in the sector and members of the public. In a statement, Agri SA said it was encouraged by the launch of the Master Plan as it provides a framework from which the future of the country’s water and food security can be delivered.

Agri SA said it specifically encouraged by renewed efforts made by the Department to partner with other government departments and sector leaders in addressing issues pertaining to the degradation of infrastructure and water quality.



## **Gauteng rolls out the Rapid Land Release Programme**

Luzuko Pongoma

Lebogang Maile, MEC of Human Settlements, Urban Planning and COGTA

## “we will accelerate the issuance of title deeds to beneficiaries, with our townships being prioritised..”

Lebogang Maile, MEC of Human Settlements, Urban Planning and COGTA

**T**he Gauteng Department of Human Settlements will not be deterred by land invasions in the rollout of service stands.

MEC for Human Settlements, Urban Planning and Cogta, Lebogang Maile said the department would continue with the rollout of service stands through the Rapid Land Release programme.

“We will be giving land speedily to those who want to build houses and set up enterprises for themselves in line with national government’s Zenzeleni programme, which aims to entrench a do-it-yourself culture where government assists those who are able to build for themselves to do so. In line with this objective, we will be dealing with all bureaucratic delays in tandem with our municipalities that frustrate Rapid Land Release,” Maile said.

The MEC said the department would also be fast-tracking the handover of all outstanding title deeds.

“Through the Thuma Mina Title Deeds Fridays, we will accelerate the issuance of title deeds to beneficiaries, with our townships being prioritised,” he said.

The department believes this will help municipalities to grow their rates and tax collection base through the title deeds programme, which will assist them in maintaining a credible Deeds Registry.

Maile said the department was looking to deliver a minimum of 100 000 serviced stands with minimum building standards over the next five years.

“The draft legislation on expropriation speaks about expropriating for public interest, and like Minister Lindiwe Sisulu, we can think of no greater public interest than human settlements with such a huge housing backlog confronting us,” he said.

He said the department would be speeding up land reform and would also expropriate abandoned and

hijacked buildings within the city region to create social housing.

Maile said his department had developed a pro-active, counter land-invasion strategy that would be implemented fearlessly going forward.

“We have established a provincial coordination effort to deal with land invasions in conjunction with other relevant departments within the provincial government, as well as with law enforcement agencies,” he said.

His department would also be renewing its social compact with the banks to revitalise the Finance Linked Individual Subsidy Programme (FLISP) programme. “We want to enhance FLISP processes through the National Housing Finance Corporation for the gap market,” he said.

On the back of the initiative by national government to launch a Human Settlements Development Bank, Maile said his department would look to tap into the resources afforded by this bank to create funding options for large-scale development, as well as those operating in the social and gap markets.

# Social Housing Regulatory Authority Tenant Management Training

Mandla Mochoko



**S**ocial Housing Regulatory Authority (SHRA) hosted a training workshop on Tenant Management in Cape Town. It was attended by representatives from the Provincial Human Settlements WC, Madulammoho Housing Association, DCI Community Housing Services, George Municipality and other independent prospective stakeholders and municipalities around Western Cape.

The purpose of the training was to provide information on the regulations regarding tenant management, as

well as the requirements for accreditation by the Social Housing Institution (SHI).

This seeks to introduce participants to the concepts of tenant management and to provide new entrants and existing SHIs with the necessary knowledge and information.

In terms of regulation 7, the accreditation process and ongoing approval the SHI must provide a tenant management system that includes the following elements:

## 1. Marketing must-haves

- Equal opportunity marketing policy
- Staff training policy
- Marketing plan
- Marketing budget
- Sample of brochure and/or advertisement
- Sample database system to record enquiries, including demographic data
- Product and service brochures/pamphlets
- Application form
- Application criteria list

The overarching process is to ensure that the SHI has a good understanding of the rental housing market and that all its housing stock, both existing and planned, are fully lettable (the market exists) in the case of planned projects. This process also ensures that market research is undertaken on a regular basis to understand the rental housing environment in terms of location, target market and economic conditions of the area and competition.

## 2. Take-on policy

The training ensures that the participant is able to understand this policy. It will ensure that every tenant/customer is registered and treated fairly in the letting of units. SHI risk is minimised by proper screening, the subsidy criteria are met and all vacant units are let timeously.

Given the criteria for affordability and credit worthiness, effective tenant selection should reduce the amount of rental defaults.

The policy will ensure that:

- interested prospective clients are registered with the SHI
- there is a waiting list of clients that meet the criteria as set by the SHI
- the waiting list is the most accurate reflection of the demand for the SHI's stock
- each tenant gets the unit of choice in line with the allocation criteria as set by the SHI

- there is a mutually beneficial long-term relationship between the tenant and the SHI
- the unit is successfully let to the client
- the client is satisfied.

## 3. Letting policy

Provides the guidelines on the procedures, documentation and processes that must be followed by the SHI when letting units to a tenant. Once a client has accepted a unit, a formal contractual relationship is formed between the SHI and the client.

The SHI must provide evidence of the following policies:

- Rent pricing policy
- Rent deposit policy
- Rent collection policy
- Deposit refund policy

Steps to be followed by the SHI:

- identify the activities that have to be carried out to achieve effective implementation of the contractual agreements the SHI has with its residents
- identify the responsible SHI staff for each activity involved in implementing these agreements
- provide documents to assist staff to implement effective control measures
- provide standard agreements of lease.

## 4. Communication and Liaison

This provides guidelines for communication between the SHI and tenants:

- SHI communicates with all tenants or prospective tenants in a way that creates a mutual understanding of the business of social housing and of what the SHI aims to achieve
- the communication is of a good standard and is open, transparent and accessible to all tenants
- tenant liaison builds a good relationship between tenants and SHI
- ensure that there are open lines of communication.

The participant should be able to set parameters for communication between the SHI and tenants by striving to build a good relationship for itself and the tenants.

## 5. Consultation, participation and empowerment policy

This provides guidelines for consultation and empowerment of tenants.

Firstly, the aim of the policy is to develop a framework and guidelines that allows the SHI to give tenants a wide range of opportunities to influence and be involved in the provision and management of the social housing estates. Secondly, the aim is to provide empowerment support and opportunities to tenants by assisting them to build their capacity to be more actively involved in the well-being of the housing estate and broader neighbourhood.

The participant should be able to set parameters for consultation and empowerment of tenants:

- the SHI must put in place systems and capacities to consult and empower tenants
- tenants are consulted on matters pertaining to the management of the housing estate and neighbourhood improvement, as well as on matters of local and national importance that affect livelihood of residents.

Tenants are empowered to:

- understand the social housing programme and the management of their estates and surrounding neighbourhood
- improve their skills that can contribute to improved economic ability and opportunities
- improve their ability to take on leadership and other roles that will contribute to the development of communities and any other challenges that the communities face.

## 6. Complaints management policy

The aim of this policy is to enhance tenant satisfaction through the provision of an easily accessible and responsive complaint management system. This should produce an informative response to clients and common approach to complaint handling.



Complaints have to be systematically lodged, recorded, investigated and confirmed for the appropriate advice or action that must follow.

A complaints management policy should help:

- resolve complaints in a consistent, systematic and responsive manner
- identify trends, eliminate causes of complaints, and improve performance of the SHI
- develop continual review and analysis of the complaints-handling pro-

cess, the resolution of complaints and process of improvements

- enhance efficient and effective provision of housing service by the SHI

- create a basis for cordial and long-term relationships between the SHI and its tenants
- provide feedback on social housing services.



## 7. Conflict and dispute resolution policy

The aim of this policy is to provide an effective and transparent mechanism through which disputes can be resolved in a structured and professional manner.

The process must seek to bring both parties together to help resolve the dispute at an early age so that:

- all parties receive a full and fair opportunity to present their case

- they realise the potential for saving on legal costs and time for both parties
- they preserve the relationship
- it provides a basis for revising procedures and other aspects of the system, which may have contributed to the dispute, in order to minimise recurrence
- tenants are more likely to be more cooperative and upright in their conduct if they know that their grievances will be taken seriously by the SHI and that there is an opportunity for an independent party to assist in resolving the dispute.

## 8. Tenant satisfaction survey policy

The purpose is to seek to understand the tenant satisfaction levels with the product and service offering in order to improve and to use results to inform new developments and improve services.

The participant should be able to understand the importance of a tenant surveys and the importance it has on the SHI and tenant relations:

- to measure satisfaction of tenants
- to measure the quality of the service
- to use results to inform new developments.

## 9. Tenant exit policy

This policy aims to set a framework and guidelines for the exit of tenants, whether it is voluntary or forced due to non-adherence.

The framework includes the issues of giving notice to terminate, the parameters and communication process to be followed during the notice period, the execution of maintenance and closing off the account of the tenant. This must include the final rental, the deposit and interest, municipal charges (utilities) and legal fees.

Consistency, fairness and compliance with the applicable legislation in this approach must be ensured/ followed by the SHI.

The participants should be able to process a tenant when they exit by setting:

- the giving and acceptance of notice framework
- a communication framework
- the maintenance requirements and standards
- the appropriation, closing of the rental account and appropriation and refund of the deposit.

The training was very informative and strategic in helping participants understand how to acquire, treat, inform and educate tenants on social housing and how it is regulated.



### PICTURE 1 - 5

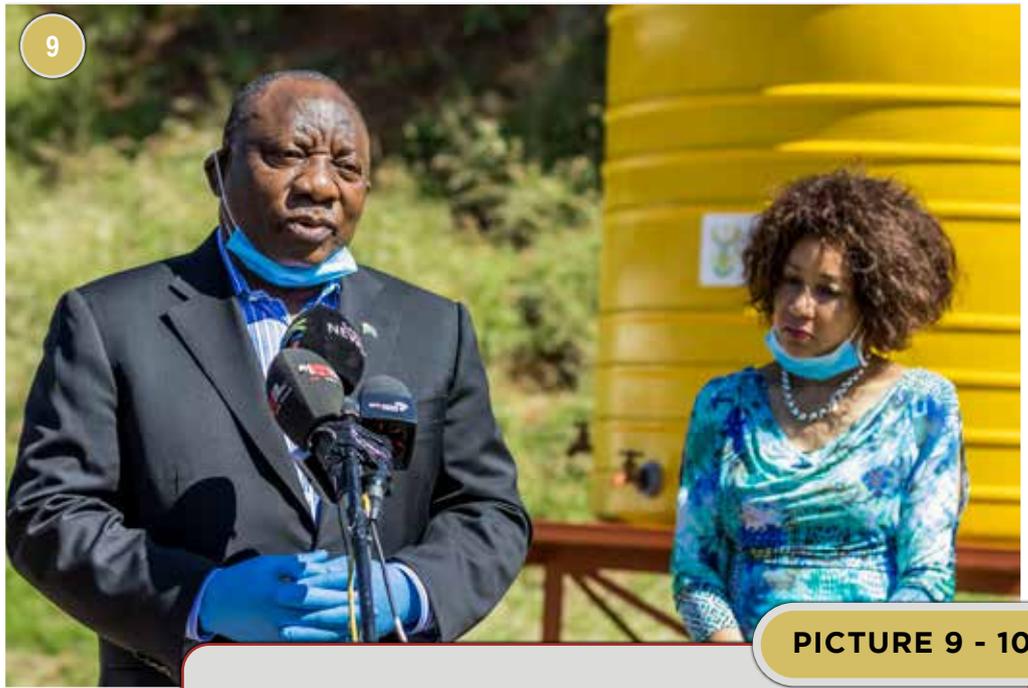
The Deputy Minister of Human Settlements, Water and Sanitation Pamela Tshwete led the South African delegation during the World Urban Forum 10 hosted by the United Arab Emirates in Abu Dhabi. She hosted bilateral meetings with various international stakeholders. Team South Africa delegates participated in various activities during the WUF 10 Session.



**PICTURE 6 - 8**

The Minister of Human Settlements, Water and Sanitation, Lindiwe Sisulu hosted the Human Settlements Indaba with various stakeholders to strengthening the strategic partnerships aimed at transforming human settlements. During Indaba she honoured the late Dr Thandi Ndlovu who is ranked as one of the women pioneers in the human settlements sector.





9

**PICTURE 9 - 10**

The President of the Republic of South Africa Cyril Ramaphosa visited the Water and Sanitation Command Centre at the Rand Water offices, South of Johannesburg, accompanied by the Minister of Human Settlements, Water and Sanitation, Lindiwe Sisulu.



10



Community Schemes  
Ombud Service

*Affordable Reliable Justice*

An agency of the Department of Human Settlements

# DISPUTES IN COMMUNITY SCHEMES ARE INEVITABLE AND CAN HAVE FAR-REACHING CONSEQUENCES.

The Community Schemes Ombud Service (the CSOS) was established in terms of the Community Scheme Ombud Service Act, 2011 [Act 9 of 2011] to regulate the conduct of parties within community schemes and to ensure their good governance.

The CSOS provides an alternative, impartial dispute resolution service for unresolved disputes in community schemes. Any person in a community scheme may make an application to the CSOS to have their dispute resolved through conciliation and adjudication.



## Applications can be lodged with the CSOS in respect of:

1. Financial issues
2. Behavioural issues
3. Scheme governance issues
4. The conduct of and/or resolution of association meetings
5. Management service issues
6. Works pertaining to private and common areas
7. General and other issues

## To lodge an application for dispute resolution, applicants' should

- Ensure that all internal remedies for dispute resolution have been exhausted with the respective body corporate or sectional title
- Complete the CSOS's dispute resolution application form
- Email the application with supporting documentation to [complaints@csos.org.za](mailto:complaints@csos.org.za)

**Gauteng:**

63 Wierda Road East, Sandton | Tell: 010 593 0533

**Kwa-Zulu Natal:**

7th Floor Aquasky Towers, 275 Anton Lambede Street, Durban | Tell: 031 001 4215

**Western Cape:**

8th Floor Constitution House, 124 Adderly Street, Cape Town | Tell: 021 001 2569

**Website:**

[www.csos.org.za](http://www.csos.org.za)





## Urban renewal and hostel revitalisation

Luzuko Pongoma

**T**he Gauteng Provincial Government is to revive four urban renewal projects to ensure that old townships do not fall into decay.

Gauteng MEC for Human Settlements, Urban Planning and Cogta, Lebogang Maile said that while building new cities and towns, the Government must also renew existing neighbourhoods and precincts. For this reason, it is reviving urban renewal projects within its masterplans.

“We will accelerate the implementation of our urban renewal projects over the next five years, with a particular focus on Bekkersdal, Alexandra, Evaton and Winterveldt,” he said.

The MEC said it was important to highlight that despite unflattering reports on the Alex Renewal Project (ARP), the department had made clear, transparent disclosures about work that had already been done on the ARP since it was launched by former President Mbeki in 2001.

“This is contrary to the fallacious narrative of the so-called ‘missing billions’. We also made representations to the Alex Inquiry at the Human Rights Commission, as part of our stated commitment to open, accountable, transparent and clean governance,” he said.

The department would also continue with transforming hostels into family units by upgrading existing ones and ensuring that hostel residents also become beneficiaries of mega human settlements.

“We will be converting at least 19 hostels over the next five years and over the next year we will be converting and allocating hostels in the following areas: Jabulani, Rethabile, Orlando West, Nobuhle, Sethokga, Thokoza and Wattville, Diepkloof, Meadowlands and Dube,” the MEC said.

## “We want to expand and support the township rental market in order to close the housing gap...”

Lebogang Maile, MEC of Human Settlements, Urban Planning and COGTA

On township housing, he said the Department saw this market as an economic lever and a catalyst for revitalising and mainstreaming the township economy.

“It is with this in mind that we have set our stall towards transforming our townships from a dormitory settlement status to becoming vibrant economic hubs that point the way towards future city precincts, linked to Special Economic Zones and our re-industrialisation programme.

“We believe that the township real estate market has the potential to grow and develop the township economy, by increasing the asset base of township residents. We want to create an inclusive and functional property market that will see families living in quality homes within close proximity to the best social amenities, to recreation facilities, learning opportunities and economic activity,” he said

Maile added that the department had set itself a target of 52 townships to be registered with the Deeds Office for proclamation over the next year.

“The rise of informal settlements has created a serious burden on our infrastructure and we want to accelerate the formalisation of our townships and informal settlements in order to counter this unwanted phenomenon. We will be upgrading at least 10 informal settlements over the next year.

“We see our backyard developments within the townships and informal settlements not as a problem to be solved, but rather as an opportunity that can be exploited to catalyse economic activity within the township economy,” he said

The MEC said Government would be developing innovative partnerships in order to provide affordable lending for owners of properties to upgrade backyard rooms.

“We want to expand and support the township rental market in order to close the housing gap and we will be working at increasing property ownership and improving security of tenure,” he said.

# LET US ALL REDUCE OUR WATER CONSUMPTION



WATER IS LIFE • SANITATION IS DIGNITY

At approximately 237 litres per day, South Africans consume more water per person, than the world average of 173 litres of water per person, per day.



#### WATER RE-USE

Use water from baths, washing machines and other safe sources to flush the toilets.



#### MONITOR YOUR METER

Leaks around the home can waste hundreds of litres per day. If your meter is running while all taps are closed, then there's a leak.



#### KEEP SHOWERS SHORT

Spend a maximum 2 minutes per shower. Turn off the water while you soap/lather your body.



#### BATH WITH LESS WATER

Take a shallow bath or switch to having a quick 90 seconds shower by opening and closing the tap between wetting, soaping and rinsing.



#### DON'T LEAVE TAPS RUNNING

Turn off tap when, brushing teeth, washing hair, shaving, or washing dishes.



#### FULL LOADS ONLY

Only do the washing when you have enough items for a full load, for the washing machine.



#### REPORT AND FIX LEAKS

Report leaks outside your yard or on the streets to your local municipality. Fix all leaks inside your yard.



#### ENCOURAGE WATER SAVING

Encourage friends and family to contribute their own water saving ideas.



#### REDUCE WATER CONSUMPTION

Fit low-flow showerheads and aerators to all taps in the home.



#### SAVING WATER SHOULDN'T MAKE YOU SICK

It's still important to wash your hands after using the toilet. Turn the tap off while you soap up.

**Please use water sparingly**



**water & sanitation**

Department:  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA



# Women making waves in the construction industry

Luzuko Pongoma

**P**rotecting housing consumers from unscrupulous home builders who deliver substandard houses, bad workmanship and poor quality material is not only a matter of ensuring that the buyer invests in a high quality product, but it is also about saving lives.



Government has entrusted the National Home Builders Registration Council (NHBRC) to protect the interests of consumers and ensure that builders comply with the prescribed building industry standards as contained in the Home Building Manual.

One of the NHBRC officials, entrusted with the noble duty of home inspec-

tions, is 33 year-old Thabelo Somtala, a housing inspector who is originally from Thohoyandou in Limpopo and is now based in Gauteng. Somtala said that her duties included conducting inspection of all homes that are enrolled with the NHBRC.

"I must do a minimum of four inspections on an enrolled home focusing

on sub-structure (excavations & foundations); super-structure (floor to ceiling height); practical completion (roof and finishes) and storm water management. inspections are also largely dependent on the enrolment value and the complexity of the design of the house in order to mitigate structural risk,"she said.

## “I would like to encourage more young women to join as there are vast opportunities to become entrepreneurs...”

Thabelo Somtala

She said that if she finds a home builder who does not comply with the set standards she issues a notice of non-compliance to compel him or her to resolve the issue.

“Over and above this, as an NHBRC inspector, I have the powers to stop construction and refer the builder for further disciplinary process if that home builder is unable or unwilling to rectify,” she said.

Somtala also assists builders with the process of requesting training should she see that they need it. The NHBRC has various skills training programmes for registered builders.

Somtala holds a B.Tech Structural Engineering qualification and has been working for the NHBRC for five years and is currently inspecting the Elijah Barayi Village, a mega city in the west of Gauteng near Carletonville. The project is named after struggle veteran and unionist Elijah Barayi.

It is a partnership between the Gauteng Department of Human Settlements and the Gauteng Partnership Fund and will yield 12 799 mixed housing units. This includes 5 000 RDP flats, 1 500 community residential units, 1 000 social houses, 1 500 finance linked individual subsidy programme units and 2 799 bonded houses.

“I am excited to be part of this massive project as it is an opportunity to learn more and contribute positively to the community and the building environment by making sure that we have a sustainable quality project that we can all be proud of,” Somtala said.

Somtala said Elijah Barayi is one of the struggle icons that she is proud of, who came from humble beginnings in the Eastern Cape but challenged the status quo and ended up being the first president of one of the biggest union federations in South Africa.

“It is through people like him that we enjoy the freedom that we have today and I am happy that he is being honoured in this manner. This will keep his memory alive.”

She said that working on the project has given her an opportunity to enhance her experience and abilities in conducting inspections as she will be exposed to one of the massive projects in the home building industry.

Regarding the construction industry being male dominated Somtala said: “As a woman you do experience some form of discrimination as people/clients still question your capability to perform or work in the industry. However, this does not dissuade me and in response to this

I have learned to work extra hard to demystify any dissent.”

But this does not deter her from doing her job and has found ways of dealing with men wearing hard hats, stating that: “I found that playing by the book helps as I have to enforce compliance to the standards by making sure that clients, regardless of gender, understand that this particular instruction can be presented by both male and female. As much as our job can be equated to that of being ‘the police’ I always make sure that I do it in a friendly and non-confrontational manner.”

Somtala says she is fortunate to be working in the urban areas where the majority of people understand that being a woman does not exclude you from doing certain jobs even though “there are still some who believe otherwise, I always explain my role and that cooperation makes things better”.

She encouraged young women to join the construction industry because there are lots of opportunities for young women to become home inspectors or work in this industry as long as they can focus on discharging their responsibilities accordingly without fear and favour.

“I would like to encourage more young women to join as there are vast opportunities to become entrepreneurs considering the unemployment rate in the country. It’s so interesting as it is not only about getting your hands dirty. There are a lot of opportunities on site and there are opportunities to learn a variety of skills,” she said.



## **Eradication of title deeds backlog continues**

Ndu Mazibuko

The lives of residents of Solomon Mzolo Village in uMvoti Municipality bear testament to the fact that the Department of Human Settlements upholds the ethos of restoring pride and dignity to all.

This was evident as the MEC for Human Settlements and Public Works, Peggy Nkonyeni together with the local leadership, officially handed over a total of 497 title deeds. The beneficiaries were given the rightful ownership of their houses in line with the department's extensive Title Deed Restoration Programme that is being rolled out across the length and breadth of KwaZulu-Natal.

Addressing hundreds of uMvoti residents after tabling the 2019/20 Budget Vote whereby a total of R100,612 million was ring-fenced to address the title deed backlog in the province, MEC Nkonyeni reiterated that the Title Deeds Restoration Programme remained one of the department's key priorities.

"It is sheer coincidence that this historic event affirming home ownership and security of tenure took place during the month of July whereby the entire nation and the world at large commemorates the life and ideals of the fallen struggle stalwart, Dr Nelson Mandela. Let's recommit to work towards our common goal: A nation where all of us are winners, all of us have shelter, food and education," she said.

**“Let’s recommit to work towards our common goal: A nation where all of us are winners, all of us have shelter, food and education...”**

Peggy Nkonyeni, MEC of Human Settlements and Public Works





## Assuring Quality Homes Since 1998

The NHBRC is here to protect your rights as a new homeowner, by ensuring that our registered builders deliver a quality home that you can enjoy for generations to come.

1. Use a registered builder and sub-contractors.
2. Register your new home 15 days before you start building.
3. Demand that a minimum of four inspections are done during construction.
4. Before signing your "happy letter", make sure you are satisfied with the quality of your new home.
5. Address any construction related issues with your builder in the first three months of moving into your new home, to take advantage of your Warranty Cover.

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An Agency of the National Department of Human Settlements

Toll Free: 0800 200 824

[www.nhbrc.org.za](http://www.nhbrc.org.za)

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[National Home Builders Registration Council](#)

# Advancing safety through informal settlement upgrading in line with 2030 Sustainable Development Agenda

Bongumusa Zondo and Monika Glinzler



**K**nowledge management is key for safety planning and governance in informal settlements upgrading. Context and relevance of Knowledge Management (KM) involves many aspects, including knowledge identification, creation, organisation, storage, sharing, use and maintenance.

KM contributes to increased competitiveness, improved evidence-based decision making and avoids wasting time from “reinventing the wheel” (Jarrar, 2015). The availability of shared knowledge is necessary for adapting, extending, creating of new knowledge, capacity enhancement and innovation (Tabrizi, 2014).

Knowledge Sharing (KS) is increasingly becoming very important within the national agenda to develop a capable state characterised by reflective government practitioners and empowered citizens (Yiu and Law, 2014). Through KS, government and partners can identify, promote and spread promising practices, thus improving productivity.

It is within this context that eThekweni Municipality as Chair and Secretariat of the Africa Forum for Urban Safety (AFUS), and working together with UN Habitat and the Department of Human Settlements, hosted a Masterclass on Safety Planning and Governance in Informal Settlement Upgrading – advancing safety through informal settlement upgrading in line with 2030 Sustainable Development Agenda.

The masterclass was hosted to advance safety planning and governance as a strategic and transversal priority of the municipality and to promote informal settlement upgrading as the best approach for such a transversal approach. This was a collaboration between eThekweni’s Safer Cities Unit, the human settlements, engineering and transport cluster, and the Municipal Institute of Learning (MILE), in partnership with Violence Prevention through Urban Upgrading (VPUU).

Cities have experienced increased levels of violence, intolerance and

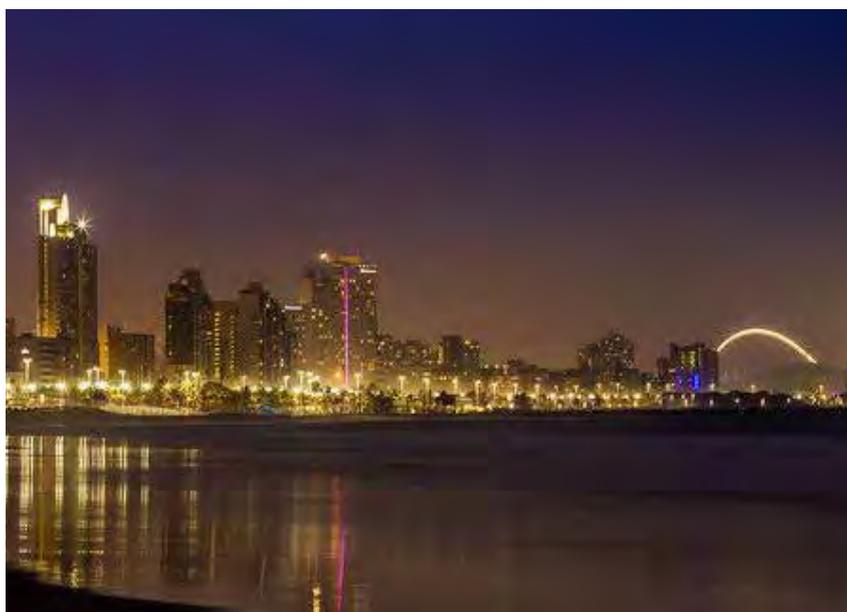
crime. In most cases, city political and administrative leadership and non-state actors are not well equipped to address the fundamental causes of crime, intolerance and violence.

The normal technical capabilities found within cities such as town planners, urban designers, engineers, transport planners, architects and other social and built environment professions are not sufficiently exposed to any urban safety or crime prevention capacity enhancement programmes.

This is a global phenomenon and has received global attention. For example, Agenda 2030 for Sustainable Development envisages “a world where human habitats are safe, resilient and sustainable...”.

More concretely, Sustainable Development Goal 11 - “Make cities and human settlements inclusive, safe, resilient and sustainable” commits us to:

- “by 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums”, and
- “by 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities”.



## “The masterclass provided an opportunity to test the application and relevance of these global commitments in the practical application ... ”

Bongumusa Zondo

There is an important link between these targets in Goal 11 and Goal 5 - “Achieve gender equality and empower all women and girls”, as well as Goal 16 - “Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels”.

In other words, we need to focus on ensuring all people, particularly women and girls, migrants, people living with disabilities and people in vulnerable situations, feel safe. The notion of creating safe environments is thus integral to the global development vision.

The New Urban Agenda, adopted by the United Nations in 2016 as a global commitment to addressing urbanisation over the next 20 years further elaborates on how to create safe spaces through urban planning, urban design, and community involvement in the creation of the urban form.

The New Urban Agenda commits us to leaving no-one behind in “promoting safety and eliminating discrimination and all forms of violence”. References to safety are made 16 times throughout the document, however paragraph 103 contains the most important guidance to the approach to urban safety:

The masterclass provided an opportunity to test the application and relevance of these global commitments in the practical application of the informal settlements upgrading projects of eThekweni.

### **Masterclass logic: structure and themes**

The masterclass was designed to cover various aspects of an integrated approach to safety governance in informal settlements.

Discussion topics explored integrated approaches to informal settlement upgrading and area-based management through:

- multi-stakeholder approaches (including public-private sector partnerships);
- collaborative municipal culture through the strengthening of both horizontal and vertical policy coherence; evidence-based strategies and interventions (drawing from case studies);
- social technology); and
- knowledge management.

In exploring an integrated approach to safety planning and governance in informal settlements through the upgrading and management of public space, five major themes ran throughout the masterclass.

Broadly, the various discussions covered aspects of:

- Social technology and security of tenure;
- Social and economic capital;
- Technical infrastructure;
- Safe public spaces;
- Community participation and knowledge management

These themes are in constant interplay – an interplay that needs to be unpacked when striving towards integrated approaches to safety governance. The glue that binds these themes together is community participation and knowledge management.

The masterclass was held over three days. The first part of Day 1 was dedicated to framing the focus of the masterclass in its respective local, national and global contexts.

Alignment with the 2030 Sustainable Development Agenda was identified and brought down to the local level. Links were made between the global agenda, the continental agenda, embodied in Agenda 2063, the national agenda, particularly Chapter 12 of the National Development Plan, national policy, especially the Integrated Urban Development Framework, the KwaZulu-Natal provincial strategy, the municipality's long-term development plan.

Thereafter, participants went on a site visit to the informal settlement of Blackburn Village, where they had an opportunity to engage with the community.

The knowledge sharing and experiential learning components of the masterclass spanned over Day 2 and 3. The topic of urban safety governance was explored through discussions around the upgrading and management of public space in informal settlements and knowledge management.

Knowledge Café Sessions were facilitated by topic hosts – experts in their fields who helped to foster a relaxed,



interactive environment for roundtable discussions.

Here the participants brought to the table their insights and first-hand experience of safety governance and the upgrading of informal settlements. The strength of this style of knowledge exchange lies in the collaborative input from a diverse group of actors.

The masterclass culminated in a simulation exercise, in which participants broke into groups to develop an implementation plan for Blackburn Village around one of three prescribed areas of focus. Blackburn Village was also chosen as a case study, allowing participants to develop comprehensive and integrated draft implementation plans.

The simulation exercise approached safety governance through social tech, and public space upgrading and management. Participants were

asked to develop draft implementation plan for one of the following:

- 1) Knowledge management, ICT4D (throughout Blackburn Village)
- 2) Integrating technical and social infrastructure in a neighbourhood space
- 3) Blackburn Village's social facilities – neighbourhood centre and sports field

Participants were reminded that a simulation exercise implies certain exclusions and therefore speaks to a simplified context. Community and stakeholder participation was absent here, but remains an important next step in realising the implementation plans proposed by the three groups.

### **Fostering transformation design through multi-sectoral knowledge exchange**

Transformation design is a human-centred, interdisciplinary process that aims to alter the behaviour



and form of individuals, systems and organisations towards socially-progressive ends. It is a multi-stage, iterative process that can be applied to big, complex issues.

Transformation design examines problems holistically and works towards adaptive challenges (as opposed to technical solutions). Successful prototypes are then scaled, and projects are expansive; resulting in the creation of new roles, new organisations, new systems and new policies.

The masterclass was held with the express intention of closing the gap between policy and implementation.

The masterclass offered an opportunity for officials, organised civil society practitioners, representatives from academia and business to exchange insights around promising practice and challenges of policy, strategy and implementation.

Such knowledge exchanges are an integral component of the broader objective to mainstream safety and integrate knowledge management through a local 'Community of Practice'.

The facilitated knowledge exchange sessions aimed to give participants insight into the diversity of the toolbox that is required for an integrated approach to safety governance. Drawing on the expertise in the group, participants explored what it takes to develop an integrated and holistic multi-sectoral approach to informal settlement upgrading.

Central to the objectives of the masterclass was the interrogation of the role of an integrated strategy for eThekweni's safety governance. Such integration requires that there is strong, institutionalised coordination between various line departments, with greater responsibility taken by

all involved (including appropriate capacitation and budget).

It is necessary to note that communities were not included in the masterclass, as we wanted to create alignment within the public sector (amongst themselves), with the support of NGOs.

Next steps require community engagement and alignment between the public sector and the relevant communities.

The masterclass expanded on the concept of multi-sectoral approaches by including a focus on public-private partnerships. The application of the tools acquired throughout the simulation exercise was grounded in the context of Blackburn Village informal settlement.

Outcomes and key insights

The value of the masterclass lay largely in knowledge exchange through multi-sectoral and intra-municipal engagement. It served as a unique opportunity for various line departments, experts and practitioners to participate in discussions around the various aspects of safety planning and governance in informal settlements.

Each participant was able to bring their own insights and experience to the tables. The result was critical, collaborative conversations aimed at highlighting the intersections of an integrated approach to safety planning and governance in upgrading informal settlements.

### Policy input and context: insights

Contributions from a range of speakers reiterated the need to bring policy down to the local level, and to ensure that through contextualisation, coordination and communication, integrated safety planning and governance is achieved through sustainable implementation.

Insights per theme: towards integrated, sustainable safety governance

### Framing Safety Governance in Informal Settlements

- Decriminalise poverty: Social exclusion - rather than poverty - is the underlying reason for crime
- Safety is a relative concept: Framing it as such will assist cities to establish truly representative baselines
- Move away from symptoms (i.e. incidents of crime): A truly developmental approach happens upstream
- Safety is a public good
- Informal settlements are spaces of illegality and informality; inappropriate locations; restricted investment (private and public sector); social stress

- Informal settlements are here to stay
- Nationally: roughly 2700 informal settlements, up from 300 in 1994
- Social technology and security of tenure
- Security of tenure is key
- Social tech: The technological innovation exists; requires political will and correct application
- Social and Economic Capital
- Prioritise social development and urban planning (urban planning is not solely a technical matter)
- Most current strategies to re-block do not give funding to social services
- Crucial role for social services in incremental upgrading
- Literate unemployed youth using digital means to collect data
- Technical infrastructure
- Current subsidy system is unsustainable (growing backlog)
- Safer public spaces
- Streets are important public spaces
- Streets can be used to integrate informal settlements into cities
- Reframe streets as spaces for people more than cars
- Public space in informal settlements is community space that incentivises community involvement

- Integrated upgrading approach: build on/convert existing resources and infrastructure, e.g. Schools and Early Childhood Development Centres in proximity equipped to provide/support multi-purpose facilities, including doubling as public healthcare facilities
- Knowledge management
- Custodians of knowledge: residents in informal settlements should be experts rather than the problem
- Knowledge sharing amongst cities: create networks, facilitate solutions
- We need city-level data to localise
- Must be able to measure and manage interventions

### Role of local government in an integrated approach

- Cities have a big part to play
- A responsible centre needs to sit in the municipality
- Integration of line departments and sectors (requires breakdown of silos)
- Local governance rather than local government to foster a multi-sectoral approach: calling for a coordinated, communicated, integrated approach
- Partner at various levels

**“The masterclass provided an opportunity to test the application and relevance of these global commitments in the practical application ... ”**

Bongumusa Zondo



- Establish common interests in partnerships to enable coordination, cooperation and ownership
- Cities as advocates for both fiscal changes and local voices
- Operational Budget: What changes do we need to make to our budgeting and prioritisation processes respectively?

The proposed implementation plans reflected each group's prioritised interventions, detailing:

- the champion - who is responsible for the respective interventions (under which line department/s)

- asking if the identified development aspect is part of the core mandate of local government and specifically eThekweni Municipality
- how can integration be improved, and
- what positive effect is the intervention predicted to have on safety?

#### Reflection and conclusion

The masterclass was able to provide an experiential, practical learning approach to the implementation of global commitments, such as Agenda 2030 for Sustainable Development

and the New Urban Agenda, as well Africa's development vision as articulated in Agenda 2063.

#### Contributors

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# Top 10 barriers to the delivery of state-subsidised housing in South Africa

Dr NT Ramovha



**T**his article presents Part 1 of the results of a study conducted for the purpose of developing a model for the sustainable delivery of housing for South Africa. The primary aim of the study was to examine the factors that influence the delivery of housing in South Africa, and to examine current and past housing delivery models employed in other contexts (developed and developing nations) in order to develop a model for the sustainable delivery of housing.

The study targeted senior officials, built environment professionals and housing practitioners attached to the National Department of Human Settlements and its entities, the Gauteng Provincial Department of Human Settlements and the three metropolitan municipalities in Gauteng (i.e. City of Tshwane, City of Ekurhuleni and City of Johannesburg).

In order to develop the model, the researcher had to find answers to pertinent research questions (RQ)

tabulated in Table 1, namely “current barriers to the delivery of state-subsidised housing in South Africa”.

This article focuses on findings in relation to the research question No. 2 (RQ2). It is the researcher’s view that the findings on this research question require urgent attention.

**Table 1: Research Questions**

| Research Questions (RQ)  |
|--|
| 1. <b>What are factors behind the high demand for state-subsidised housing in South Africa?</b>                |
| 2. <b>What are current barriers to the delivery of state-subsidised housing in South Africa?</b>               |
| 3. <b>Who are the role-players in the delivery of housing in South Africa, and what should be their roles?</b> |
| 4. <b>What should be the elements of a model for the sustainable delivery of housing?</b>                      |
| 5. <b>What are the gaps in the housing provision literature?</b>   |

## 1. Problem statement

### Housing delivery & delivery models globally

Housing is a global problem that affects the developing and trauma-stricken world, as well as the developed and industrialised world. It is a problem that spans the need for basic shelter in developing countries to lack of sustainable, affordable housing in industrialised countries (Fisher, 2002; Okenyika, 2014).

Housing is one of the basic human rights and a prerequisite for exercising other human rights such as health, education, employment and citizenship. Adequate housing also helps to reduce violence, crime and insecurity (Lux, 2003).

It is estimated that currently more than 54% of the world's population lives in cities and that this number is estimated to reach 66% in 2050.

The majority of these people will be in developing countries, with nearly 90% of the increased urban population concentrated in Asia and Africa (Potsiou, 2010; Sheuya et al., 2008; United Nations, 2014).

It is also estimated that 1 billion people in urban areas live in slums, and that 43% of the urban population in developing countries lives in slums. The projection is that around 2 billion people worldwide will be living in slums by 2030. This proportion is high in sub-Saharan Africa, where slum dwellers make up 72% of the urban population (Nebutola, 2004; Kothari, 2003; Sheuya et al., 2008; UN-Habitat (2009).

Adequate housing was recognised as part of the right to an adequate standard of living in the 1948 Universal Declaration of Human Rights and in the 1966 International Covenant on Economic, Social and Cultural Rights.

Adequate housing must meet the following minimum conditions: security of tenure, availability of services, materials, facilities and infrastructure, affordability, habitability, accessibility, location, and cultural adequacy (UN-Habitat, 2009).

In their endeavour to ensure the realisation of adequate housing for their citizens, governments in both developed and developing worlds have adopted various housing delivery models and approaches through a number of housing tenure options.

Housing tenure describes the legal status or the condition under which people have the right to occupy their accommodation (Shelter, 2009; Wegmann & Schafran, 2016). The most common tenure systems governments use are home ownership (both private and shared ownership) and rental (both private and public rental) (Bengtsson, 2004; Williams, 2009).

According to UN-Habitat (2004) the past few decades have seen most governments actively promoting homeownership. They favoured this form of tenure because they believed that building homes would create jobs, stimulate the economy, and foster social and political stability. In the process, governments persuaded millions of their citizens to become owners.

This has fuelled the perception or misconception that adequate housing is limited to housing ownership only. The following myths about home ownership versus renting need to be dispelled for people to find rental housing appealing (UN-Habitat (2004): (i) that everyone owns his or

her house in rich countries; (ii) that everyone wants to be a homeowner; (iii) that homeownership offers people a better life; (iv) that nobody invests in rental housing; (v) that renting is inequitable; (vi) that governments should prohibit poor-quality rental housing; and (vii) that mobility is bad for one.

Housing delivery models and policies implemented by international institutions and governments to solve the world's housing problem have failed to produce the kinds of results that they promised.

Their housing delivery models can mainly be categorised into the following two broad models: where governments provide housing to the public versus where governments leave housing development to the market.

Governments who intervened in housing, by directly supplying housing to the people retreated from providing housing subsidies and free housing when they realised that their housing budgets were shrinking annually, while the demand for housing continued to outstrip the supply. This resulted in the questioning of the efficacy of state interventions in housing and other welfare services and the sustainability thereof.

On the other hand, governments who believed that properly regulated and liberated from all forms of interventions, the market will ultimately meet all housing needs, retreated from housing in favour of leaving housing development to the markets. Their retreat from housing resulted in unintended consequences such as poor social integration, an increase in

inequality, and housing affordability problem.

This has often times created another need for government to intervene in housing provision.

There is therefore a need for the development of a model for the sustainable delivery of housing as a solution to the world's housing problem (Fisher, 2002; Choguill, 2007; Guerra 2008).

### **Housing delivery challenges in South Africa**

Like other developing nations, one of the challenges plaguing the Government of South Africa (post-1994), is the dire shortage of adequate housing for low- to medium-income earners against the country's low and declining housing delivery rate.

The Government is constitutionally mandated to ensure that everyone has access to adequate housing. Since the dawn of democracy in 1994, it has delivered about 5 million subsidised houses to the poor, and low- to moderate-income households, through its National Housing Subsidy System, benefitting more than 20 million people.

Despite this significant achievement, the unmet demand for housing is rising, such that more than 2 million South Africans still live in squalid conditions in the nation's informal settlements and in the backyards of other people's homes.

This housing deficit is far higher than it was in 1994. The housing deficit rose from about 1.2 million in 1994 to

about 2.2 million households in 2018. The number of informal settlements across the country has increased from 300 in 1994 to more than 2 700 in 2018. The NDP (2012) posits that this high demand for human settlements products is exacerbated by the current housing delivery model entrenched after 1994 that has produced a dependent and inactive citizenry.

Households and communities have become passive recipients of government delivery, as an unintended consequence. One other unintended consequence of the current housing delivery model, according to the Financial and Fiscal Commission (2013), is the creation of what is



termed a gap market where households with incomes above the maximum qualification for the basic state housing subsidy (i.e. R3 500 per month), but below the threshold for commercial mortgage finance (i.e. R10 000 to R15 000 per month) cannot access home ownership at all.

Given the above, there are concerns within government, civil society and the private sector regarding the fiscal sustainability of the current housing delivery model, and its interventions that are perceived to be perpetuating the Apartheid urban form and reinforcing the segregation of the city along racial and economic lines by providing low-cost housing on the urban periphery far from economic

opportunity where the price of land is cheap. There is a call for the adoption of a new and sustainable model for the delivery of housing.

## 2. Research design & methodology

A research design is a strategic framework for action that serves as a bridge between research questions and the execution or implementation of the research (Durrheim, 2002).

According to Nkatini (2005) a research methodology should be seen as a system through which a researcher is able to collect, analyse, and interpret data in order that the research aims are achieved. Tashakkori & Teddlie (2003) sug-

gest that researchers in the social and behavioural sciences can be grouped into three categories: (1) quantitatively oriented researchers working within the postpositive paradigm and primarily interested in numerical analysis; (2) qualitatively oriented researchers working within a constructivist paradigm and mostly interested in the analysis of narrative data; and (3) the mixed methodologists working within other paradigms such as the pragmatism and transformative-emancipatory paradigms.

For this study, a research design that includes both qualitative and quantitative approaches, usually referred to as mixed method design, was used.

The mixed method approach was used to answer research questions and meet the research objectives, as well as to develop a model for the sustainable delivery of housing.

The qualitative method part of the approach was made up of structured face-to-face interviews. The findings from this section helped to refine the survey tool (structured questionnaire) for the quantitative aspect of the study.

Both aspects of the study (quantitative and qualitative) were targeted at senior and middle management officials, as well as built environment professionals and housing practitioners responsible for the following critical functions in the housing delivery value chain: research and policy development, planning, programme and project management, beneficiary management, and monitoring and evaluation.





Data collected through the questionnaire survey was analysed using both descriptive statistics and inferential statistics. Descriptive statistical analysis was undertaken through the computation of frequencies including the means, variances and standard deviations and summary statistics. Exploratory factor analysis (EFA) was conducted to identify variables that could be measuring aspects of the same underlying dimension in order to

cluster related variables into a more easily understood framework.

Correlation and multiple regression analyses were conducted to examine the relationship between the dependent variables and independent variables. As indicated in the introduction, this article is focusing on the findings of the Research Question 2, on factors that are barriers to the delivery of subsidised housing in South Africa

### **3. Findings on factors that are barriers to the delivery of subsidised housing in South Africa**

To identify factors that are barriers to the delivery of state-subsidised housing in South Africa, 30 variables identified as possible barriers were adopted for this study. Respondents were invited to indicate the degree to which each variable was a barrier to the delivery of state-subsidised housing in South Africa.

Table 2 below indicates the Top 10 factors that are barriers to the delivery of state-subsidised housing in South Africa in terms of 210 respondents' responses on a five-point Likert rating scale of 1 (not a barrier) to 5 (a very strong barrier). Where two or more variables have the same mean value, the variable with the lowest standard deviation was assigned the highest important ranking.

**Table 2: Top 10 Barriers to the delivery of state-subsidised housing in South Africa**

| Possible barriers:<br>To what extent is the following<br>a barrier to the delivery of<br>state subsidised housing in<br>South Africa? | 1                       | 2                        | 3                         | 4                       | 5                                  | Mean | SD    | Strong to<br>Very Strong<br>Barrier<br>combined<br>(%) | Ranking |
|---|-------------------------|--------------------------|---------------------------|-------------------------|------------------------------------|------|-------|--|---------|
|   | Not a<br>barrier<br>(%) | A weak<br>barrier<br>(%) | A moderate<br>barrier (%) | A strong<br>barrier (%) | A very<br>strong<br>barrier<br>(%) |      |       |  |         |
| Poor planning including project pipe-lining   | 0.5                     | 1.4                      | 2.4                       | 31.9                    | 63.8                               | 4.57 | 0.661 | 95.7   | 1       |
| Poor project management   | 0.5                     | 1.9                      | 2.9                       | 24.8                    | 70.0                               | 4.62 | 0.683 | 94.8   | 2       |
| Poor contract management  | 0.5                     | 2.4                      | 2.9                       | 43.3                    | 51.0                               | 4.42 | 0.709 | 94.0   | 3       |
| Poor coordination between provincial departments and municipalities   | 1.4                     | 1.4                      | 3.3                       | 9.1                     | 84.7                               | 4.74 | 0.721 | 93.8   | 4       |
| Poor coordination within the housing sector   | 1.4                     | 1.0                      | 6.2                       | 26.3                    | 65.1                               | 4.53 | 0.779 | 91.4   | 5       |
| Politicisation of housing, such that the implementation of housing projects in some communities are delayed                           | 1.4                     | 2.9                      | 5.7                       | 37.6                    | 52.4                               | 4.37 | 0.832 | 90.0   | 6       |
| Conflicts between provincial departments and municipalities   | 2.4                     | 3.8                      | 4.3                       | 22.4                    | 67.1                               | 4.48 | 0.924 | 89.5   | 7       |
| Inadequate competent officials in provincial departments  | 1.0                     | 3.4                      | 6.3                       | 21.6                    | 67.8                               | 4.52 | 0.834 | 89.4   | 8       |
| Poor inter-governmental relations and co-operation  | 1.4                     | 2.9                      | 6.7                       | 29.5                    | 59.5                               | 4.43 | 0.851 | 89.0   | 9       |
| Inadequate competent officials in municipalities  | 1.0                     | 4.8                      | 7.6                       | 26.7                    | 60.0                               | 4.40 | 0.892 | 86.7   | 10      |

#### 4. Discussion of findings and conclusion

A descriptive assessment of factors that are barriers to the delivery of state subsidised housing revealed that 95.7% of the respondents ranked poor planning, including project pipe-lining as the highest ranked barrier.

Furthermore, in order of ranking the next nine barriers are:

- 94.8% of the respondents ranked poor project management
- 94.0% of the respondents ranked poor contract management
- 93.8% of respondents ranked poor coordination between provincial departments and municipalities
- 91.4% of the respondents ranked poor coordination within the housing sector
- 90% of the respondents ranked the politicisation of housing such that the implementation of housing projects in some communities is delayed
- 89.5% of the respondents ranked conflicts between provincial departments and
- 89.4% of the respondents ranked inadequate competent officials in provincial departments
- 89% of the respondents ranked poor inter-governmental relations and cooperation
- 86.7% of the respondents ranked inadequate competent officials in municipalities



## “The Government is constitutionally mandated to ensure that everyone has access to adequate housing...”

Dr T Ramovha

It is critical to point out that the top three barriers relate to critical capabilities in the housing delivery value chain, i.e. planning including project pipelining, project management and contract management.

Two of the other Top 10 barriers relate to inadequate competent officials in provincial departments and municipalities. In essence, 50% of the barriers relate to capability issues. Four of the other Top 10 barriers relate to poor stakeholder coordination within the housing sector.

These findings also support previous research which advanced that low capacity of the state institutions due to bureaucracy, lack of technical skills, and inadequate coordination of authorities that are responsible for economic development, urban planning, and land allocation, are barriers to the development of housing (Ooi & Phua, 2007; Karantonis, 2008; Roza, 2010; Souza, 2010; UN-HABITAT, 2012; Otis, 2011).

It is also important to indicate that the consequence of poor coordination within the housing sector is dire in that it also hampers the utilisation of available capabilities. Stakeholder coordination and engagement should therefore be declared one of the critical capabilities in the housing delivery value chain.

Recommendations based on the findings of this study, the following practical recommendations are made to ensure sustainable delivery of housing:

- i. That sustainable delivery of housing be enhanced through coordinating and ensuring the participation of all key stakeholders in the housing delivery process. This calls for the building of a strong stakeholder coordination and engagement capability in the sector;
- ii. That an integrated capacity development programme to enhance the capacity of state officials and

key stakeholders in the delivery of housing including communities, be implemented to enhance their participation. Such a programme should be preceded by the development and publishing of a human settlements sector capability framework.

- iii. That a systems thinking culture to housing development be inculcated in the human settlements sector. Systems thinking is a useful tool for tackling issues that are embedded in complexity such as housing, as this approach begins when one sees the world through the eyes of another, and enables teams and individuals to appreciate the three-fold level of interactions in a system i.e. (i) intra-system or intra-level interaction, (ii) inter-system interaction, and (iii) hierarchical or inter-level interaction (Churchman, 1968; Chapman, 2004; Lucas, 2004; Rhodes, 2006). This would also encourage stakeholder coordination and engagement.



# Science, technology and innovation for poor households

Dr Jennifer Mirembe and Llewellyn van Wyk\*

Low cost and subsidy housing is generally considered as simple, basic building practice with minimal services in order to keep costs low and maximise the quantity of houses built. The problem identified is that subsidised housing

in some areas often has poor levels of environmental quality and performance.

In addition, the design of the house typically limits the extension and alteration of the house with regard

to future expansion by virtue of the location of services (kitchen and bathroom) and the direction of fall of the roof.

Science and technology, on the other hand, is generally regarded as having



**Our primary research question is: How, and in what way, can innovative technologies be applied to improve the construction quality of subsidised housing and the environmental quality and performance with no or low cost implications?**

Therefore, the technologies, sources and evaluated, and the final recommendations contained herein, are in response to this question.

An Investigation methodology approach in three steps was used. Firstly, the proposed EcoSun project in Ndlambe municipality has been used as a case study to assist answering the question.

Secondly, known innovative technologies will be investigated for their applicability to subsidised housing. Thirdly, a literature review regarding the improvement of subsidised housing projects was searched, specifically within a South African context, with an emphasis on thermal comfort. Additional literature regarding the technologies that can be used to improve residential dwellings is also investigated.

The investigation was divided into two sub-categories, namely civil engineering works (or bulk services), and houses (or top structures).

The research objective of this investigation is to identify, describe, and evaluate technologies in a qualitative and a quantitative manner in order to make recommendations regarding innovative technologies that could reasonably be implemented.

The identified technologies are assessed within the context of whether they are applicable to the geographical climatic conditions, as well as with regard to local suppliers from a financial context.

### Project Case Description

The Department of Science & Technology ( DST) together with the Ndlambe Local Municipality (NLM), seek to design, plan and construct a Green Village in the municipal area comprising a multi-purpose centre, 10 low-income houses rooted in innovation technologies, and associated site works.

In pursuance of this objective, DST has contracted with the Council for Scientific and Industrial Research (CSIR) to carry out the project in partnership with DST and Ndlambe Local Municipality.

The Ndlambe EcoSUN Green Village project is an integrated approach for achieving a green village and smart sustainable human settlements. It entails the installation of an infrastructure package that combines proven technology modules of ecological sanitation (Ecosan), safe drinking water supply, renewable and solar energy use (SUN), and housing, in an innovative manner (EcoSUN) to create sustainable settlements for the people.

This will be achieved by constructing a technology and community hub to which a number of low-income houses are linked for water-related services. It is proposed that grey water be treated and recycled for toilet flushing and laundry.

application to the upper end of the market in high technology and complex building. This paper focuses on an identified subsidised housing project that through currently-available affordable technology increased the quality of building and performance with little or no increase in cost.

The purpose of this paper is therefore to examine, test, evaluate, and apply existing technologies in such a way as to render more cost-effective houses of improved quality that are thermally comfortable and provide for a healthy lifestyle.

It is proposed that potable drinking water will be prepared centrally or in point-of-use systems. It is proposed that solar water heaters will be installed to provide warm water.

### Project Context

Water is supplied to the project area by Amatola at higher tariffs than what the municipality is charging (R12/kl versus R8.55/kl). Consequently, the municipality subsidises the area's water tariff for the area. The residents get 6kl of water for free, but as there are no pre-paid water meters the residents always use more than the basic free allocation.

Electricity is supplied directly to the residents by Eskom: the municipality, however, reimburses Eskom for 50kWh per resident as a free allocation at a total cost of about R3 million a month.

### Project Objectives

The objectives of the project are to:

- 1) Reduce water consumption and cost through grey water recycling and rain water harvesting;
- 2) Reduce electricity consumption through on-site renewable energy generation;

- 3) Exploit technological opportunities in the project to create local economic opportunities;
  - 4) Demonstrate environmental, landscape design and carbon neutral construction methods and practices through greening techniques and the use of innovative building technologies;
  - 5) Influence national housing and human settlement policy; and
  - 6) Generate knowledge for the upscaling of the approach in other municipalities.
- 4) Demonstrate the use of innovation as a catalyst and a driver for a neighbourhood development initiative through a community-based approach;
  - 5) Influence the DHS to set up a National Programme for smart settlements and to roll out innovation and smart living practices.

### Limitations

Significant limitations exist with regard to altering the design of the subsidised housing. Most specifically, cost is a large limitation as well as the availability of skills in implementing new design changes. The availability of material is potentially a strong limitation that leads directly to increased cost.

### Delimitations

The CSIR undertook to only recommend those innovative technologies that would meet the requirements of the National Building Regulations: this was done in order to ensure that the provisions of the National Home Builders Registration Council were not invalidated, specifically with regard to structural defects and warranties.

### Project Outcomes

The following project outcomes are envisaged:

- 1) To mainstream innovative and appropriate water, sanitation, energy, and building technologies to deliver a smart, green and sustainable neighbourhood in Ndlambe;
- 2) Position the project as a climate change adaptation and mitigation flagship project;
- 3) Influence policy towards a new development paradigm for communities, municipalities and human settlements as a whole;



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## “The rain water harvesting system and sustainable urban drainage, if used, yields water conservation.... ”

Dr Jennifer Mirembe

### Innovative Technology Scan

The following technologies were identified as potentially suitable for the project.

#### Electricity

The options are the use of micro-electricity grid, photovoltaic panels, building-scale wind turbines, solar water heaters, solar water space heating, and biogas.

The objective is to generate on-site electricity in an independent grid, provide hot water at no cost to the beneficiary, provide a comfortable indoor quality for the beneficiary, and recycle organic waste for cooking purposes.

The expected outcome is that there would be reduced load and stress on the local grid, reduce operating cost to the beneficiary and municipality, access to free hot water, improved indoor comfort, reduced heating cost, improved safety, and reduced load on the local waste management system.

#### Sanitation

The options are to use a micro-sanitation grid for on-site sanitation treatment, low-pour flush for water conservation, grey-water recycling for water conservation.

The outcome would be reduced load on the existing grid, reduced water consumption, reduced cost to the municipality and reduced load on the sewerage system.

#### Water

The micro-water grid could be used with the objective of on-site water management and conservation. The rain water harvesting system and sustainable urban drainage, if used, yields water conservation.

The outcome would be to reduce the load on the existing water grid, resource conservation, reduce the cost to the beneficiary, reduce the storm water load on the existing grid and support constructed wetland.

#### Building

IBT system promotes innovative building systems in the walls, while a heat-reflective roof reduces heat ingress to the building. Attic ventilation reduces heat build-up in the ceiling void.

The outcomes would be improved building quality, improved indoor comfort, reduced heat load from the roof, and reduced heat load in the ceiling void.

#### Road Surfaces

Permeable paving allows storm water to permeate into the ground. Ultra-thin CRC recycled materials promote sustainable material use.

The outcome is reduced storm water discharge into the system, reduced cement use, reduced CO2 emissions, and reduced material consumption.



### Lighting

Solar street lighting yields free street lighting, solar external lights yield free external lighting, and LEDs lower energy consumption.

The outcome is to reduce the load on the existing grid, reduce operating cost for the municipality and reduced cost for beneficiary.

### Solid Waste Management

A recycling facility would promote micro-grids.

Waste-to-energy would create recycling opportunities, new jobs, reduce waste to landfill and generate electricity.

The outcome would be a reduced load on waste management system, reduced cost to the waste management system, and new jobs in waste management.

### ICT & Security

Wi-Fi surveillance would yield supported learning and promote community safety. The output would be improved education results and improved safety.

### Urban Agriculture

Through a communal plot there will be open space for communal farming, which would support local food production.

### Green Social Amenities

This will be achieved through green infrastructure, constructed wetland and natural wetland, ecosystem restoration, grey water recycling, and storm water management.

The output is improved urban storm water management, an improved local ecosystem, reduced load on the storm water system, and reduced storm water management operating costs.

\* Llewellyn van Wyk | CSIR principal researcher

Van Wyk's research interests focus on sustainable building and construction methods and technologies and their applications.



## The HDA assists municipalities and provinces to mitigate COVID-19 risks in overcrowded areas

The Housing Development Agency (HDA), is at the centre of implementing the Department's efforts to mitigate the spread of Covid 19 in overcrowded areas.

Using our unique Geographical Information Systems (GIS) technology and specialised skills, we identified, among others, 29 informal settlements that need urgent informal settlements upgrading and intervention.

The Housing Development Agency (HDA) is a national public sector development agency that inter alia has the mandate to identify, acquire, prepare and develop suitable land for human settlements. The Agency also undertakes programme and project management for development of housing and human settlements. The HDA carries out its functions in partnership with a range of stakeholders, including national, provincial and local government and municipalities, as well as with communities, developers and financiers. Established in 2009, by an Act of Parliament in 2008 it is accountable through its Board to the Minister of Human Settlements, Water and Sanitation.



# HUMAN SETTLEMENTS WATER AND SANITATION

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