



**The acceptability of RDP houses to recipients in the Langa District,
Cape Metropole**

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I would like to acknowledge the man upstairs the mighty God himself for giving me strength to come this far and made sure I finish this project research. I would like to say thank you to my family that have supported me throughout and friends.

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ABSTRACT

The South African government has made substantial efforts to meet the requirements of the constitution on the right of every citizen to accommodation. Increasingly it is clear that there isn't adequate land for the purpose, compounded by unprecedented levels of corruption resulting in poor deliverance. Add to this the influx of foreign nationals into the country with the resultant effect of many more people fighting to occupy the limited number of houses available. To date, the government claims to have built upward of 3 million low-cost houses since the dawn of democracy, but the RDP houses built by the government do not meet, to a large extent, the technical requirements of standard houses by the government standards. The Reconstruction and Development Programme (RDP) provides 2 bedroomed (25 square metre) too small to house a family of a husband, wife and two children (male and female). The unavailability of land has been cited as a factor in the ability of local government to provide adequate houses for the citizens, this is also used as a reason for the small houses. Whilst the above is stated as a reason, there has been no answer on the reason for the poor quality of houses and the subsequent high maintenance costs of these houses. The study focused on the levels of satisfaction by the recipients of RDP houses in Langa Township in Cape Town. A descriptive research design was used because of its compatibility with the simultaneous use of qualitative and quantitative research methodologies (mixed research methodologies). Sampling was systematic random sampling 103 respondents, data collection was done using a structured questionnaire divided into three sections; biography, Likert scale and open ended questions. The generality of the respondents were happy that they had "roof over their head" but were not satisfied with the quality of the houses, the size and the structural defaults. The acceptability levels were fairly high but with mixed feelings because of the size of the houses, no land to expand and the absence of secrecy within the colony since the houses are barely two metres apart. It was however accepted that it was better in the RDP houses than in the informal settlements where most of them lived before getting RDP houses.

KEY WORDS; quality of life, quality of houses, recipients' perceptions, crowding of people, impact on social structures and cultural value systems.

DEDICATION

I dedicate this research to my family who have supported me and also to those who look up to me as a big brother who inspire them by saying whatever you desire in life go for it no matter what, there is a say that say “do not stop when you are tired but stop when you are done” yes you will find obstacles in life they can only make you stronger not to give up.

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CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

The Reconstruction and Development programme (RDP) was introduced in South Africa to bring dignity to the communities and families that were negatively affected by the apartheid system but mostly importantly it was a plan to redress socio-economic challenges that the country was facing post-apartheid. This was done with a belief that for the democratic country to bring reform and revive its economy, it must address its interlinked problems such as crime due to lack of jobs, access to quality education and health facilities. The township of Langa in the Western Cape serviced by City of Cape Town is amongst the beneficiaries of the RDP housing. This study seeks investigate the quality standards of RDP housing provided for the residents of Langa township by the government as the per the opinions of its recipients against the required quality standards, the sanitation of these housing according to municipal standards, the magnitude, the impacts of family congestion also the atmosphere presented by close proximity of houses due to lack of land.

1.2 BACKGROUND

South Africa continues to face a racial based urbanization which was designed to exploit Human resources (labour), control rural migration which restricted black people from moving into the cities (Turok, 2012:1-66). A wide range of policy instruments, laws and institutions was used to influence household mobility and rural migration (Wang, Brown & Agrawal, 2013:1673-1683).

Segregation laws such as group areas act of 1950 where black south African were forcefully moved away from the cities saw little to no provision of adequate housing (Dooling, 2018:1057-1076). As townships were becoming more populated, infrastructures such as sanitation, schools and health facilities became huge problems for the township dwellers (Marutlulle, 2017:1-11).

Section (26) of the constitution recognises the right for the South African citizens to have access to adequate housing. In order to achieve the objective of adequate housing and Integrated Development Plan (IDP) was introduced to pave a way for such provision

(Ziblim, Sumeghy & Catwright, 2013:316-334), but 27 years later into the democracy there is still an outcry of south African citizens without Housing and clean water.

South Africa still finds itself in a huge backlog accompanied by daily protests of citizens demanding adequate housing and clean drinking water (Chikulo, 2016:51-60), therefore it is clear that the scale of the housing problems confronting the South African government is enormous. There seems to be an increase in the number of RDP housing than anticipated and with that high demand quality is lacking behind in great scale (Turok and Borel-Saladin, 2016:384-409).

The lack of service delivery which is to be instituted by the local government proves that there is clear poor workmanship between state officials and political representatives (Bland and Chirinos, 2014:73-97). This poor workmanship has had an impression and continues to portray that the current government is failing by all means to provide basic services as expected. Despite the government of the day failing to accelerate service delivery corruption seems to be another contributing factor this regards in this regards (Atkinson, 2007:53-77).

The major contribution of corruption in the local government service delivery units seem to be the procurement processes which are proven to be flawed (Atelievic and Budak, 2010:375-397). Even though the type of corruption that is taking place is not uniform but there seems to be consistence in political interference which results in conflicts of interests leading to corruption (Bowen, Edward and Cattell, 2012:885-901).

The amount of corruption within the procurement laws has results in poor service delivery where quality of the service providers is questionable (Myers, Louw and Fakier, 2008:156-165). The low-quality material is used as a cost saving strategies by the services providers and this has contributed immensely to the failure of quality RDP housing (Nunan and

Devas, 2014:179-200). This low level of poor service in the long run compels government as the client to unwarranted costs to refurbish the poor delivered services.

There have been many instances where government service recipients where complaints have been lodged regarding the poor services given to them by service providers (Gauri, 2013:109-119). The lack of unskilled labour in the construction industry contributes immensely to the poor quality of housing that poor south African recipients have to deal with thereafter (Buys and le Roux, 2014:78-99). Therefore, it is evident that the government seems to be lacking the policy enforcement strategies that will see service providers being accountable for their poor service.

The detailed presentation made by the public protector to the parliament committee about the unhappiness regarding the RDP housing (Congress, 2014:13). These complaints vividly show the mismanagement occurring during the administration processes of the delivery of the low-cost housing (Marr, 2019:1-289). In the period of 2010 to 2011 the public protector recoded a 10% of the housing complaints and in 2012 these complaints had reached a peak of 1987 (Congress, 214:13).

Based on the public protector's findings it quite evident that the problems relating to RDP housing are very diverse. A study conducted by Burgoyne (2008:1-85) echoed the sediment that while new RDP housing are being built the actual backlog has not been fully reduced. In the midst of a huge amount of backlog the government faces another challenge of having to budget for the poorly built house already allocated to the RDP housing recipients (Maluleke, Dlamini & Rakololo, 2019: 139-176).

According to Poulsen & Silvermanz (2005:1-10) the RDP housing recipients would prefer much bigger units. The RDP houses provided are on land that is less than 30square metres (Lemanski, 2011: 57-77). The RDP houses are not of an adequate size for a

standard African family hence most of the recipients extend their housing structures by adding more rooms when they get financial means (Charlton, 2013:18-22).

The unavailability of land is amongst the major contributor to the RDP housing size and backlog (Berrisford, DeGroot & Kihato, 2008: 13-18). The majority of the RDP houses are therefore constructed on the little available land, thus as many households can be put together in a small place (Hunter and Posel, 2012: 285-304). Therefore, it is evident that not enough is done by municipalities to locate and identify land that will be suitable for the construction of low-cost housing (Eglin and Kenyon, 2016:392-407).

The lack of land to deliver adequate housing for the poor has proven that landlessness and inequality is a permanent crisis in South Africa (Cousin, 2013:11-19). As a resource land is not stretchable nor can it be created to provide space, considering that people come to urban centres for “presumed better life” (Hansen,2019:17-41). Until the current planning and structuring promotes the development of job creating rural service centres through agro-processing (Jowah, 2013: 240-248).

Development of new economic zones in what is currently the rural service centres, would reduce the pressure as many other urban migrants may focus on new areas for employment (Bakewell, 2008:1341-1358). The municipalities either do not have land that they can access, or the cost of getting the land may be prohibitive because of the influx of unbudgeted for people looking for urban settlements (Gordon, Nell and Bertoldi, 2007: 5-11). The Institute for Poverty, Land and Agrarian Studies identified the shortage of land as a contributory factor to the shortage of low-costing houses for the poor in urban centres (O’Laughlin, Bernstein, Cousins and peters, 2013:1-15).

The report suggests also that this is an indication of the failure of government to effectively deal with specific legacies, namely;

- the legacy of the 1913 and 1936 Land Acts,
- legacy of dispossession from the 17th century on
- legacy of forced removals in the 1950s – 1960s

Until there is an active and effective reversal of the acts above, or the identification of alternatives, the land issue in the urban centres will remain a thorny issue (Glavovic, Saunders and Becker, 2010:679-706). The current dilemma is more to do with the absence of adequate and deliberate policies and frameworks to reverse the apartheid structures (Everatt and Ebrahim, 2020:281-298).

The shortage of land will always be manifest in the size of houses for the poor because of the shrinking size of available land for settlement (Napier, 2009:71-97). Most problems resulting from the RDP house size and backlog, the number of people now on the waiting list is at 1.9 million (Malete, 2014:24-25). The Gauteng Provincial Department of Housing identified some of the factors and constraints experienced are based on (Mathebula, 2020:27-36), namely;

- Failure to provide well located land close to amenities such as health, school facilities;
- Slow fast track on the tender/procurement services;
- Local governments not submitting plans and business cases;
- Housing project not approved on time;
- Inadequate workmanship as local government offices;
- Ineffectiveness and corruption;
- Political Inference;
- Delays at the deeds office.
- In the Public protector's report to the Human Settlement Committee (2013:25) shows the number of complaints received from all provinces regarding the RDP housing.
- The people who have complained about their RDP housing throughout the country for the period of July 2010 to September 2012 as compiled by the former public protector Thuli Madonsela are illustrated in table 1 below.

Table 1.1: The Public Protectors Report - Number of RDP housing complaints: July 2010– Sept 2012

Province	Number of complaints
KwaZulu Natal	88
Limpopo	242
Western cape	66
Free State	275
Eastern Cape	60
Gauteng	1828
Mpumalanga	80
North West	154
Northern Cape	84

Source: (The Parliament of South Africa)

Judging from the number of complaints received by the public protector within just 3 months it is quite evident that RDP housing crisis is becoming a permanent crisis which seeks to undermine the dignity of the poor south African.

Scheba and Turok (2020:109-132) conducted a sustainable energy study case regarding new built RDP housing. The main problems addressed in this case is the lack land within Langa township which made it difficult for RDP development to accommodate most residents living in the informal settlements. The Joe Slovo Phase 3 development most people living in the informal settlement were accommodated.

The typical conventional RDP plan requires more land to be able to build more housing but also not having enough breathing space around the neighbours (Sungura and Waner, 2020:185). The Joe Slovo 3 settlement in the Kwa-Langa project needed was not only designed for sustainability but also to be able to accommodate most the residents which previously resided with the informal settlements (Scheba and Turok, 2020:109-132).

This approach's aim was to make it likely to obtain a more relaxed township settlement project at the same time giving more families an opportunity to have access to standalone housings. The project idea is mainly based on an order of public open spaces and bunches of 12 up to 18 double storey complex apartments with a space for backyard area (Scheba and Turok, 2020:109-132).

1.3 PROBLEM STATEMENT

The Reconstruction and Development Program (RDP) houses that have been constructed since democracy in 1994 have come under severe criticism from the oversight bodies in the construction industry. The need for these houses arose from the quest to reverse the apartheid injustice which prohibited blacks from staying in towns. The advent of democracy saw the sudden relocation of the indigenous population into the urban centres in search for better living conditions with job prospects. Millions have already received RDP houses, mostly to replace the ever growing informal settlements in the urban centres. Of particular interest here is the impact of the provision of these houses to people who had previously been denied residence in urban settings, who flooded in and lived in informal structures and now own RDP houses. The houses are generally small not exceeding 30 square metres with two small bedrooms and a toilet within that area. The indigenous blacks are generally gregarious and communal in nature with extended families as a norm. No space for expansion is provided, thereby allowing no extension on the existing structure. The research was focused on the levels of satisfaction of these occupants considering that most either never had accommodation of their own, or these are rural folk who have come to town for a better living.

1.4 RESEARCH OBJECTS AND AIMS

A research objective can be defined as the expectation of the researcher at the conclusion of the research project. This was focused on and derived from the problem statement for which an answers were required. In this research, the objectives that were set out from the beginning were divided into two types, namely; the primary research objective and the secondary research objectives.

1.4.1 Primary research objective

- Evaluate the levels of satisfaction of the recipients of the RDP houses at Langa

1.4.2 Secondary research objectives

- To identify the recipients' level of satisfaction with the RDP houses they live in
- To identify the condition of these houses as it pertains to their quality and standards
- To identify other problems, the recipients, have in these RDP houses they live in
- Evaluate the responsiveness of the city authorities to the residents' complaints

1.5 RESEARCH QUESTION

Primarily the research question is what has to be answered by the research findings, critically so it directed the type of literature that was reviewed. Like the objectives, the research question was divided into two parts, namely; main research question and the sub-questions.

1.5.1 Main research question

- How satisfied are the recipients of the RDP houses in the Langa RDP House Scheme?

1.5.2 Sub-research questions

- Are you satisfied with the RDP houses you have been given by the government?
- Are you happy with the quality of the houses that you were given by government?
- Do you have any issues with the house that was built for you by the government?
- Do the city council officials respond in time to your complaints about the faults?

The sub-questions are derived from the research objectives and seek primarily to help in answering the questions emanating from the problem statement. These also assist in

providing the research with the direction and the limits or parameters within which the study will peruse the existing literature. The type of questions also helps in the decision process on what research design and research methodology that would be ideal for objective data collection. These questions guide the construction of the questionnaire which is the ideal tool to be used for data collection in a quest to answer the research questions.

1.6 RESEARCH DESIGN AND RESEARCH METHODOLOGY

Too often research design is used interchangeable with research methodology, the two are not the same but are closely related to each other. Research design is defined as the 'procedures for collecting, analysing, interpreting and reporting data in research studies' (Groenewald, 2004:42-55). Research methodology involves the learning of the various techniques that can be used in the conduct of research and in the conduct of tests, experiments, surveys and critical studies (Goundar, Ahmed and Lee, 2012: 173-179).

1.6.1 Research design

The research opted to use descriptive research design because of the nature of the study, descriptive research is a type of research that describes a population, situation, or phenomenon that is being studied. It focuses on answering the how, what, when, and where questions of a research problem, rather than the why (Myers, Well and Lorch, 2010:1-9).

The phenomenon under this study will to be described fully in order to be clearly understood. Besides, this design is compatible with the simultaneous use of both qualitative and quantitative research methodologies. This enabled the researcher to fully understand the nature of the problem in its fullest form, therefore it is important to know what was done – the road map.

1.6.2 Research methodology

The method that was used to conduct the steps stated in the research design (Noor, 2008:1602-1604). Essential the “how” the process or the stages will be conducted in an effort to collect the necessary data as planned. These methods were used for acquiring reliable and viable information objectively, which provided reliable and valid information as required (Landeta, 2006:467-482).

A research methodology is systematic and purposeful, planned to yield data on a research problem (McMillan and Schumacher, 2010:528). The traditional research methodologies (quantitative and qualitative research methodologies) were used (mixed research methodology) to take advantage of the merits of the system (Venkatesh, Brown and Bala, 2013:21-54). Quantitative research deals with quantifiable aspects of research and involves the utilisation and analysis of numerical data (Apuke, 2017:1-18).

Qualitative research is an iterative process in which improved understanding to the scientific community is achieved by making new significant distinctions resulting from getting closer to the phenomenon under study (Aspers and Corte, 2019:142). The research objects are studied under their natural conditions without manipulating any of the variables (Montero and Leon, 2007:847-862). The researcher considered that these research methodologies used together allowed for both depth and breadth in the understanding of the phenomenon. These two were compatible with the descriptive research design identified as ideal for the research. Ultimately the advantages of the mixed research methodologies outweighed the disadvantages of using one only of the research methodologies.

1.6.2 Target Population

This study targeted the RDP housing project in the Langa Township, which is amongst the oldest RDP schemes in the Western Cape. Proximity, cost and convenience were primary considerations for conducting the study in Langa Township. The respondents

were people staying in these houses as title deeds owners and or part of the family depending on who was at home.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

1.6.3 Sample and sampling method

Systematic random sampling was used with every fifth home / house participating in the survey, this method was considered most ideal to remove bias. Largely the community members were willing to give information about the houses built for them by the government.

1.6.4 Sample Size

The study focused on owners or occupants of the RDP houses from a total of 500 homesteads. Banerjee and Chaundhury (2010:7) suggested that one tenth ($1/10$) of a properly representative population sample would be enough for generalisation. In this study 100 households were involved in the survey.

1.6.5 Data collection instrument

The researcher opted to use a questionnaire to collect the necessary data because of the advantages of using this tool in the collection of data. Generally considered to be less expensive, quick results and generally have a high return rate from the respondents. They are also generally more easy to compare and can be repeated with the same accuracy and the respondents are able to be treated as anonymous.

The instrument was based on a prior pilot study involving 10 people, this assisted in the eventual construction of the research tool. The pilot sample was randomly chosen in the streets of the RDP Housing scheme location. The instrument, under the guidance of a statistician, was constructed to allow for objective data collection. The final instrument was divided into three sections, namely; Section A – Biography, Section B – Likert scale and Section C – Open ended questions.

1.6.6 Data collection methods

The researcher, with the assistance of 4 trained research assistants (university students) collected data from the residence of the RDP Housing Scheme in Langa. The research assistants were trained in ethical conduct, general cultural norms of that society and

elements of the research to enable them to answer any questions. The research assistants systematically collected data from every fifth home in the scheme, and were able to answer any questions asked. The assistants explained to the respondents any aspects of the questionnaires needed explanation and clarity to enable the research people to respond.

A structured questionnaire was used to collect data, and a questionnaire in this study was a set of organised questions prepared for a study (Yeong et al 2018:2700-27013). Data collection using the questionnaire was considered ideal in that it would enable the researcher to establish a particular standard requirement in the asking of questions. The same question asked to the different respondents would inevitably allow for measurable levels of liking or disliking of the houses they live in. The instrument was divided into three sections, Section A – Biography, Section B – Likert scale and Section C – open ended questions. The construction of the questionnaire was effected with the assistance of a statistician.

1.6.6 Data analysis

All the data (questionnaires) that were served on the respondents were brought together and they 110 in number. The researcher with the assistance of research technicians edited and cleaned the data and 8 of the questionnaires were disallowed. The remainder was coded, and captured on to an Excel Spread Sheet (ESS) from whence illustrations (graphs, tables, histograms, charts and frequency polygons) were constructed. The purpose of the illustrations was to provide the data and information in a “pictorial format” and allow for easy comparison of the variables under study. **Section C**, which requested the respondents to discuss (state) specific opinions under pre-determined topics (themes or subject matter) was analysed differently. Since the objective was to identify and confirm the “acceptability” of the RDP houses, the responses were grouped according to similarity. The top 10 in ascending order are listed in the respective tables under analysis of the data in the final chapters of the study.

1.7 ETHICAL CONSIDERATION

Each questionnaire had instructions and information on what the survey was about and clearly stated the rights of the respondents. The research assistants (B. Tech Research

Methodology students) who helped with the collection of the data had been previously trained on ethical issues. Participation was strictly voluntary, and the respondents had a right to put out / withdraw from the survey (filling in the questionnaire) at any stage of the survey. Though there were no authorities for the house-owners to account to, the researcher committed to confidentiality in that no one would be identified on the basis of their response. This was not to be shared with anyone, hence no names or any markings that would identify the respondent were allowed on the research instrument. The closest anyone reader would find / get access to is the completed thesis which was to be made available for public use from the library.

1.8 CHAPTER CLASSIFICATION

1.8.1 Chapter 1

The first chapter focuses on the introduction and background of the study, defines the problem statement, the research questions and the research aims and objectives and conclusion.

1.8.2 Chapter 2

The second chapter will explore the literature review of a diversity of topics in relation to the delivery of housing and other RDP housing encounters.

1.8.3 Chapter 3

The third chapter will also explore the literature review housing topics and challenges in other parts of the world such as Brazil and china and compare their housing provisions policies with that of South Africa.

1.8.4 Chapter 4

This chapter will outline the research methodology of the study. It will focus on the different instruments that will be used for this research and the sampling procedures applied in gaining access to the target population and sample.

1.8.5 Chapter 5

In this chapter all the results gathered from the respondents will be analysed and discussed as per the respondents' view

1.8.6 Chapter 6

Chapter 6 will reflect on the results that will be discussed in chapter 5 and their analysis and a conclusion will be drawn regarding their responses.

1.9 CHAPTER SUMMARY

It is no secret that the RDP housing project is in a huge crisis and many suggestions around the issue are made. The RDP housing crisis has escalated from being just a problem faced by the communities around South Africa into a huge political debate where in some instances it is used as political scoring topic by opposing political parties. Given the many challenges faced by the community members regarding RDP housing, Quality of these housing remains the major issue and it is a matter that needs urgent attention, hence the government is being burdened with a double budget of building and renovating the RDP houses. On the other hand, many South Africans remain without adequate housing, and this has created a loss in the hope for many poor South Africans who still remain without housing. This study investigated factors that contribute to these problems, following work by other researchers as alluded to in the literature review. Until this matter is resolved, the gap between the haves and the have not will continue to increase.

CHAPTER 2 THE SOUTH AFRICAN ADEQUATE HOUSING POLICY.

2.1 INTRODUCTION

The perception by the recipients of RDP housing is the main focus for this literature study. The literature used for this study will focus on the housing crisis faced by ordinary poor South African and also focus on housing delivery in a broader prospect. Two important social theories are going to be of high focus in this chapter which is the history of townships in South Africa and land tenure. The aim of this review is provide a deeper insight and the understanding of housing delivery as it is drawn from the history of South Africa, because without these theories it will be difficult to assess current problems without looking at the apparent causes of housing provision crisis which South Africa battles with 24years later into democracy. These will assist in creating a better understanding on the results of the research which will be presented by this dissertation.

This chapter is going to be divided into 4 sections. The first section will focus on the perception of the RDP housing recipients in relation to their satisfaction regarding the housing built for them as the main beneficiaries; this will look at delivered quality standard against the required standards as specified by the national housing and construction body.

The second section will focus on the sanitation and the sizes of RDP houses if they do conform to the required standards as set by the regulating bodies. The third section will investigate the social impact that RDP housing has on the recipients; in this regards an investigation will be made in relation to acceptability of the housing by the various cultures of beneficiaries and the forth section will look at the various land issues that hinders the success of adequate delivery of RDP housing. The RDP housing delivery in the Langa District in the cape metropolis will be discussed in this chapter.

2.2 THE EVOLUTION OF TOWNSHIPS

A township is an undeveloped area which is segregated from urban areas or places with high amenities (Winkler, 2013:105-129). Townships were established in early 1950s as a result of apartheid laws which saw the eviction of non-white citizens such as Indians,

Africans and coloured (Hammond, Clayton and Arnold, 2009:705-721). Apartheid was formally introduced as a policy in South Africa in 1948 (Ladd, 2007:14-27).

Even though apartheid was a practice from the day white settlers set foot in the cape in 1652 but there were no laws that formally instituted it as a formal practice until the introduction of Land Act of 1913 and Group Areas act of 1950. Before the introduction of such laws non-white people living in white areas had already began their evictions and dis slowly resulted in the establishment of areas where non-whites started settling in the outskirts of urban areas due to racial bullying.

Langa Township in the Western Cape is amongst the first townships established in 1927 under Urban Areas Act of 1923 making it to be the oldest Township in South Africa (Nieves, 2008:212-228). Langa was originally designed in a way to allow the authorities maximum visibility and control of residents.

2.3 ADEQUATE HOUSING

Section 26 of the constitution gives the right to ordinary South African to have access to adequate housing. However, after 23 years in to a democratic South Africa adequate housing to the majority of poor South African it is just a dream. Adequate shelter means adequate privacy; adequate space; physical accessibility; adequate security; security of tenure; structural stability and durability (Sheuva, Howden-Chapman and Patel, 2007:98-108).

2.4 THE EUROPEAN RECOVERY PROGRAM (ERP) “MARSHALL PLAN”

The Second World War II left many countries devastated and left to pick up da pieces and get back on their own feet (Goodwin, 122-138). During the period of 1948 and 1952 the united states of American extended a helping hand to Europe and other war affected countries which also included Soviet Union countries (Yilmaz, 2020:714-719). What was known as the “Marshall plan” was a check of \$13 billion for the period 5 years (Susan 2006:884-893).

The marshal Plan was larger scale foreign humanitarian aid program (Weder, Krainer, Karmasin and Voci, 2020:585-591). However, many writers argued the legitimacy of the plan and suspected hidden agendas by the U.S. as it was believed that the Europeans

would have managed to revive themselves post the war. Eichengreen (2010:21-84) cited some few Grounds for concern of the Marshall Plan and argued that:

- Even though Europe had suffered economic difficulties and politics in the period of 1947 but the situation had gone back to normal and it was believed that Europe was capable of getting back on its feet without any international humanitarian aid (Eichengreen, 2010:27)
- It is also stated that Europe was already on the road to recovery with its industrial production hitting 105% in 1947, the economic bailout “Marshall Plan” was considered as redundant (Eichengreen, 2010:28-29).

Many felt that Europe was better off without the aide of the marshall plan because it had very good investments (Eichengreen 2010:29-39).

The Marshall plans was great plan for restore and stabilize the economies of post-world war II devastated countries and also a great opportunity for countries to rebuild and restore their relationships post the war. This became evident when the economy of Europe grew twice as fast between the period of 1953 to 1973. DeLong and Bradford (1993: 51) even though many argue that the Europeans did not deserve this assistance as they were already on the road to recovery.

2.5 THE RECONSTRUCTION DEVELOPMENT PROGRAMME (RDP).

Unlike the U.S “Marshall Plan” that was offered to Europe as economic restoration post the World War II (Shen and Chan, 2018:1-11), South Africa devised its own plan. The post-apartheid South African government had a different context, most blacks who were not allowed previously to come to towns, now could relocate. The flow of millions of the citizens into urban centres in search of better opportunities (jobs and quality life) created a sudden demand for housing. More people than the towns could accommodate, were now in the cities, and soon they started constructing informal settlements. The government responded by developing a new programme for the “housing of the homeless” citizens relocating from the country side (Cunha and Gonçalves, 2010:177-196). The programme was intended to help in accommodating the African citizens and restoring dignity to the people formerly denied residence in urban centres.

2.6 UNPACKING INEQUALITY IN SOUTH AFRICA

After 24 years into democracy South Africa remains the most unequal country in the world in all aspects (Wittenberg, 2017:279-281). The government's plans to eradicate are in place but they seem to be failing or not going in a pace that seeks to address such inequalities. South Africa suffers for numerous inequalities and they include Economic inequality and land inequality. The following literature will explore major different kind of inequalities that South Africa seems to battling 24 years later into democracy (Todes and Turok,2018:1-31).

2.6.1 Economic Inequality

It is no secret that the economy of South Africa is in the hands of the elite with the majority of its citizens drowning in poverty in particular the black Africans. According to Schneider, (2018:306-322) South Africa has seen a huge growth in inequality post the apartheid era, with 10% of the population owning 90% to 95% of the country's wealth. After the apartheid regime one would have expected a huge growth and number of opportunities for the previously disadvantaged races with all the world sanctions being lifted against south Africa post the apartheid era (Leibbrandt *et al* 2000: 6).

2.6.2 Minimum Wage.

A minimum wage is the lowest level of pay established through a minimum wage negotiation system (Zipperer *et al*, 2017:559-567).The majority of the citizens is working class and depends on a wage income; minimum wage still remains one of the countries contributing factors in salary inequality in South Africa (Carr *et al*, 2018:901-903). More of the reasons why Inequality remains high partly are because the number of jobs created over the past 20 years failed to keep up with the growing numbers in the labour force (Keeton, 2014:29).

The growing number of economic inequality has left a very huge gap between the rich and the poor (Nattrass, 2001:45-70). The country is characterized by a huge income inequality and unequal access to education, health, and housing to name a few (Brandolini and Smeeding, 2009:71-100). Indeed South Africa has always been described

as being two nations in one, one for the rich and privileged, and one for the poor and disenfranchised (Matsau, 2017:19).

For the minimum wages to be more effective it must be set at a level that guarantees a minimum living wage to all employed and in need of protection, without jeopardizing employment (Belser and Rani, 2015:123-147). The impact of minimum wages on employment and remunerations is important to deliberate when trying to understanding whether minimum wages reduce disproportion (Ritchie, Veliziots and Whittard, 2017:249-270).

The inequality-reducing would-be of minimum wages is particularly solid in developed countries because in these countries wages embody the largest source of income (Kaufman, 2018:131-173). Contributing for example 80% of household income in the United States and 75% in both Germany and the United Kingdom (Musick, Bea and Gonalons-Pons, 2020:639-674).

Due to labour market alignment and forces at work, the effect of minimum wages in emerging countries is wider than that found in developed ones. For example, income in the informal sector is often certainly affected by the organization of or growths in minimum wages (Maloney and Mendez 2003:51).

2.7 LAND AS A BARRIER FOR HOUSING PROVISION.

The issue of land is at its peak in South Africa and huge debate in our parliaments and it is sometimes used a political scoring technique by opposition parties (Agyemang and Morrison 2018: 2640-2659). Ever since the formation of the Reconstruction Development Plan framework was adopted as policy to ensure that poor (Cernea and Schmidt-Soltau, 2006:1808-1830). South Africans living in informal settlements receive better housing, South Africa continues to face a huge backlog every year and the estimated targets are not met (Marutlulle, 2017:1-11).

Moolla, Kotze and Block, (2011:138-143) there is Current backlog of about 2.3 million and backlog growing at 178 000 units per year and an estimated R800 billion is needed in order to reverse this backlog by the year 2020. Wang et al (2018:130-136) states that the

main problem that seems to be creating havoc in realising housing delivery is land. Land ownership remains fairly impervious in many cities and towns, as a result of history and politics (Raciti, Hutyra and Finzi, 2012:1015-1035). Knowing how much developable land is available in a city – and where and to whom it is available – is needed in order to achieve spatial transformation (Wily, 2018:68)

2.7.1 Land Invasions

The more the call for housing becomes intense; South Africans are becoming more and more desperate for land and housing tenure (Percoco, 2019:1-17). The call for housing by poor South Africans has led to the stimulation of the call for the return of land to its rightful owners. South Africa has reached a political boiling point where poor citizens care less about the RDP housing but have put it clear to the government that Land is a legitimate call (Todes and Turok, 2018:1-31). Land invasion is not new in Africa post-colonial era, in the year 2000 hundreds of farmers in Zimbabwe fled the country and their farms were seized, over 804 white farmers were evicted (Nyamunda, 2019:277)

Manase (2019:14) South Africa as the neighboring country to Zimbabwe seem to face a similar situation where there is a huge inequality. When it comes to land distribution, the majority of land is not in the hands of South Africans or black farmers but rather in white farmers' hands (Dlamini, Verschoor and Fraser, 2013:24-45). Land invasions driven by extreme anxiety are of high occurrences in urban areas in South Africa over the past decade, but most have been resolved by government finding alternative land for the homeless (Cousins 2000:4). Land redistribution, South Africa will continue experiencing land invasions incidents which may lead to more chaos that government will no longer be able to contain (Cliffe, Alexander, Cousins and Gaidzanwa, 2011:907-938).

2.7.2 Land Legislations

The issue of land redistribution in South Africa has reached a point where tempers and patience are almost lost especially for the poor citizens (Wabelo, 2020:95). Various land legislations such as Land Expropriation have been put in place in order to address land redistribution, but these legislations have seemed to fail especially the poor who are in desperate need of land (Mukerji, 2017:85-103).

2.8 HISTORY OF LAND EXPROPRIATION IN THE SOUTH AFRICAN LEGAL CONTEXT.

2.8.1 Land Reform in South Africa

According to Deininger (1999:651-672) the South African government has recognized the need for land reform. There are major key areas that need to be addressed which are land restitution, land tenure reform expropriation for forceful removed individuals (Kalabamu, 2019:337-345). Land compensation has proved to be failing because monetary compensation has not addressed the lack of land ownership (Moseley and McCusker, 2008: 322-338). Most people of that need land are poor individuals and compensation in the form of money would be ideal for them but it's a temporary solution (Zoomers, 2010:429-447).

Land redistribution (willing seller/buyer) was amended in 2000 and it seems to be restoring confidence in the redistribution of land (Lahif, 2008:42). however property owners seems to be going beyond the market value of their which is sometimes a hindrance for government but the decentralisation of the processes has made it easier and speedily because is it now area based which makes planning easier (Hall, 2008:45-78). But however there is a growing call for a complete expropriation of land without compensation in order to speed up the land redistribution which is currently tabled in parliament (Kwarteng and Botchway, 2019:98).

2.9 CHAPTER SUMMARY

It is clear that housing is a global problem and every country has to find a common way to deal with housing shortage. The increase in the population and the subsequent movement of citizens into urban centres has created the need for more housing for the immigrants. Much of the problems emanate from several other factors even though prominence is given to the apartheid structures of the years gone by. The current government, whilst they have tried their best to provide RDP houses, there should have been an effort to develop the rural structures and construct new urban centres. Agro-processing could have reduced the demand for houses with many people going to new centres. According to the literature that in most cases shortage of housing is often a political problem which eventually has escalated to a societal problem. South Africa has

shown a great deal of the political will to deal with the housing shortages, however corruption, wrong focus and maladministration hinder progress. There is also an undeniable need for more land for the urban centres, which can only be addressed by the development of new cities in the current rural land.

CHAPTER 3 SOCIO-ECONOMIC AND CULTURAL IMPACT ON FAMILY VALUE DEVELOPMENT.

3.1 INTRODUCTION

In this chapter the study elaborated on the social-economic impact and the effect on the family development and values. The study looked at what the other scholars had said about the social upbringing of the informal settlement dwellers, and how their life is built around these habitations. This involves also their expectations considering where they are coming from (both rural and when they lived in informal structures) to the present moment with the houses of a permanent nature. The word “ghetto” is derived from Venice in an area where a Jewish community lived and by 1899 the word was mostly used to identify an area where large minority groups lived (Schwartz, 2019:163-194). This classification was obviously referring to poor residents living in squatter poor devastating environments. A ghetto primarily refers to residence for a minority group, generally associated with social, legal, or economic pressure and is more impoverished (Sethi and Somanathan, 2004:1296-1321). Versions of the ghetto appear across the world, each with their own names, classifications, and groupings of people (Álvarez-Rivadulla, 2007:47-63). In other places it is contextualized with segregation, mostly along poverty or race lines or both, and is characterized by the inadequacy of most basic requirements.

3.2.1 GHETTOS AROUND THE WORLD

3.2.1.1 Denmark

Denmark is known to be the first countries to officially make use of the word “ghetto” to classify low income areas (Fabian and Hansen, 2020:125-143). The official designation was used to refer to areas based on the residents' income levels, level of employment,

the level of education, crimes statistics and where non-white ethnic groups lived (Sanneh, 2016: 6).

3.2.1.2 The United States of America

Unlike Denmark the American ghettos are mainly influenced by immigration and city to city internal migration (Lersen, 2011:333-350). The German and Ireland immigrants were the first ethnic groups to cluster the United States which in the later stage was followed by Poles and Italians and more ethnic groups including the Jewish (Ward, 1982:455)

3.2.1.2.1 The African- American (Black Ghettos)

Ghettos were simply defined by the different ethnic groups living together in isolation but as the world evolved ghettos are now classified by poverty. Between 1929 to 1939 America experience the Great depression which was the most devastating economic downfall (Romer, 2003:79-99). The great depression led America to poverty-oriented ghettos of which still exists today.

They would build shelters out of any material that was at their disposal and these clustered shelters were called "ghettos (Agier, 2018:265-292). Until today America has two urban areas classifications of communities which are known as the "black community" and "white community" and are commonly known as the neighborhoods (Sampson and Bertrand, 2020:1-21). Some of the main factors safeguarded additional separation between races and classes which ultimately led to the development of existing ghettos (Alkadry, 2010:532-556).

It is also important to compare the racial patterns between blacks and European immigrants in accordance to the labor market. European immigrants and African-Americans were both subject to an ethnic division of labour, and consequently African-Americans have predominated in the least secure division of the labour market (Wacquant, 2018:1-31). The stagnant position in African-American or Black ghettos as it is referred to as the "elevator model" (Esteban, Salgado, Iturrospe and Isasa, 2016:125-137). This model category state that each group of immigrants or migrants takes turns in

the processes of social mobility and suburbanization (Esteban, Salgado, Iturrospe and Isasa, 2016:125-137).

3.3 THE CONTRIBUTION OF WORLD WAR II IN THE DEVELOPMENT OF GHETTOS

Post the second world war the white ethnic groups migrated away from the inner city and established new suburbs and in that era the migration was known as the White Flight (Phillips, Davis and Ratcliffe, 2007:217-234). Subsequently the black community anticipated to migrate to the newly formed white suburbs, but laws were put in place to prevent them from doing so even if even they were financial and economically able.

The restriction of black migration to white cities did not only benefit white ethnic groups economically but also gave them an advantage over black ethnic groups. The designated level of African-Americans in the labour force was placed even below the working class; low-skill urban jobs were now given to incoming immigrants from Mexico or the Caribbean (Zukin, 2002:14-15).

The different challenges developed by the urban crisis, which included poorly underserved infrastructures, inadequate housing to accommodate a growing urban populace (Shelton, 2008:235-257). The inability for many residents to compete for new technology-based jobs, and tensions between the public and private sectors left to the formation and growth of U.S. ghettos (Frenken, 2017:35-47). It is undisputed that the accumulative of inequality, economic separation has and will continue to be role player in ghettos.

3.4. UNPACKING CLASS BASED THEORY AND RACE BASED THEORY IN THE DEVELOPMENT OF UNITED STATES GHETTOS.

Many ghettos are a result of economic segregation implemented by the higher powers, however other factors need to be investigated as well on their contribution in the development of such ghettos. Part of this chapter will also investigate the extent at which Racism and Classism have played a role in the development of ghettos.

Race-based theory raises other issues that focus on how the economy has played a leading role in segregation (Pulido a, 2000:12-40). A number of research has shown how race based segregation have been used as a mechanism by white Americans to "preserve race-based residential inequities" as a function of the dominantly white, state-run government. The uneven residential development, home loans accessibility and business discrimination and disinvestment – U.S. ghettos then, as suggested by race-based theorists, are conserved by distinctly racial reasoning (Garcia, 2011:14-84).

The uneven spatial restructuring will continue to be leading role player in the contribution of poverty and inequality until there is a firm political will to address it (Cousins, 2007:220). Although race classification is the foundation of ghettos, class theorists have concluded that in United States class is much more important in the current modernization of structuring ghettos. The evidence in such findings is seen by the lower wage income and lack of employment which in turn will lead in people to reside ghettos (Ellwood and Leonard, 2008:147-190).

3.5 CLASSIFICATION OF GHETTOS IN THE UNITED STATES

The initial establishment of ghettos was solely based on race but in the modern society ghettos are now classified by their state of vulnerability to social issues such as crime, local government reliance (Zukin, 2002:178-192). explains that through these reasons, society rationalizes the term "bad neighbourhoods". Zukin (2002:178-192) stresses that these circumstances are largely related to "racial concentration, residential abandonment, and de-constitution and reconstitution of communal institution.

Communal atomy is another tool used to classify ghettos, after the second world war the white ethnic groups had the freedom to be autonomous and reorganize themselves by establishing new suburbs (Zukin, 2002:182-187). African American ethnic ghettos have tried to reorganize themselves but they continue to be increasingly regarded as community that are dependent on government (Schneider, 2003:383-399).

The less the autonomous the community, the difficult it is for it to participate in the global economy (Barrutia, Aguado and Echebarria, 2007:33-48). Despite the reckless use of the word “ghetto” by America to glorify poverty, culture and racial discrimination of black ethnics groups in urban areas, those living in the area often used it to signify something positive (Reed and Chowkwanyun, 2012:149-175). The black ghettos did not always contain dilapidated houses and deteriorating projects, nor were all its residents poverty-stricken (Viguiet, 2011:262-272). For many African-Americans, the ghetto was "home": a place representing authentic blackness and a feeling, passion, or emotion derived from rising above the struggle and suffering of being black in America

3.6 THE PERCEPTION OF GHETTOS IN THE MODERN SOCIETY

In a world where everything is evolving the meaning behind the word “ghetto” has taken a huge turn and has been widely used as a term that refers black culture that denotes low quality of living (Jaffe, 2012:674-688). The Geographical Review the extent of racial ghettoization of the black community is far greater than for any other group in urban America (Stuart and Collins, 2019:12-47). yet the blacks have not had the political power necessary to exercise any significant degree of control over the improvement of the basic services necessary for their health, education, and welfare. (Massey.1984:13) concluded that racial segregation in African-American or Black ghettos challenge America's democratic foundations, however the power to change the situation remains with the people politically.

3.7 THE SOCIAL IMPACT OF GHETTOS

Latané and Bourgeois (1996:35-47) social impact is defined as any impact on individual state of mind, thoughts or behaviour that is created from the real, implied or imagined presence or actions of others. Latané and Bourgeois (1996: 37) were backed up by their social impact theory which three major variables were used.

Social Impact Theory Variable:

- Strength (**S**) is the overall of all individual factors that make a person influential. It covers stable, trans-situational, intrapersonal factors — size, intellect, wealth as well as dynamic, situation-specific relational components like belonging to the same group.
- Immediacy (**I**) takes into account how recent the event occurred and whether or not there were other intervening factors.
- The number of sources (**N**) refers to the amount of sources of influence.

The above variables were accompanied by three social laws forces through formulas

3.7.1 The Social Forces

The social forces law states that $I = f(S * I * N)$. Impact (I) is a function of the three variables multiplied and grows as each variable is increased. However, if a variable were to be 0 or significantly low, the overall impact would be affected.

3.7.2 The Psychosocial Law

The Psychosocial law states that the most significant difference in social impact will occur in the transition from 0 to 1 source and as the number of sources increases, this difference will become even eventually. The equation Latané uses for this law is That is, some power (t) of the number of people (N) multiplied by the scaling constant (s) determines social impact.

3.7.3 The multiplication/divisions of impact

The third law of social impact states that the strength, immediacy, and number of targets play a role in social impact. That is, the more strength and immediacy and the greater number of targets in a social situation causes the social impact to be divided amongst all of the targets.

3.8 THE SOCIAL IMPACT OF GHETTOS

3.8.1 Crime and Violence

The impact of inequality that has resulted in the ghettos has contributed immensely on social issues such as crime. The impact has given birth to many crime monitoring terms such as “Crime concentrated Areas” which refers to the spatial areas to which high levels of crime incidents are attributed (Braga and Bond 2008:23-31).

Within the crime concentrated areas certain crime “Hot Spots” are identified. Crime “hot spots” are defined as the various crimes occurring in relative proximity to each other within predefined human geopolitical or social boundaries (Braga and Bond 2008: 29). The (UN-Habitat) have articulated that crime in the ghettos is not a direct result of the housing layout but rather crime is the results of ghettos themselves.

Thus the rates of crime in the ghettos have resulted in more victims than perpetrators of crime. Therefore ghettos do not have regularly have high crime rates in general; ghettos tend to have the worst crime rates in areas with influence of illegal trading activities, such as drug trafficking, prostitution and money laundering. In such areas there are often fights by the leaders of illegal crimes in order to gain control over certain territories or activities.

3.8.2 Poverty

Most studies have concluded that the modern day ghettos are not only based on racial segregation but have become an example of how poverty actually looks like. The constant migration from rural areas to inner cities is amongst the main contributors of poverty. Poverty is the lack of necessary means to meet basic human needs which include but not limited to, food, clothing and shelter (Semega, Fontenot and Kollar, 2017:61-62).

3.8.3 Absolute Poverty

Poverty is not uniform and it differs from ghetto to ghetto, poverty is classified according to its severity. Another form of poverty is known as absolute poverty. According to Ravallion (2008:139) Absolute poverty, extreme poverty, or abject poverty is "a condition categorized by severe deprivation of basic human needs, including food, safe drinking water, sanitation facilities, health, shelter, education and information. This type of poverty is not based on income but also on the provision of services.

United Nations declaration at World Summit on Social Development in Copenhagen in (1995) the former president of the World Bank Robert McNamara, defined absolute or extreme poverty as, "a state of limited by malnutrition, illiteracy, disease, neglected surroundings, high infant deaths, and low life expectancy world bank 23 April (2010).

3.8.4 Secondary poverty

Another form of poverty is Secondary Poverty which is defined as a description of poverty referring to those living below the poverty line whose income was sufficient for them to live above the line, but was spent on things other than the necessities of life (Freeman 2011:1175-1194). Poverty line is the amount necessary or suitable for third world countries or simply an amount an individual requires buying food every month (Sachs 2005:416).

The articulate that secondary poverty was in fact self-inflicted because this kind of poverty lies within the choice of a particular individual. Alcohol abuse, gambling and tobacco are found to be the major contributors of secondary poverty (Richardson, Elliot and Roberts, 2013:1148-1162).

3.8.5 Relative poverty

Relative poverty focuses on the income relative to race. In most cases relative poverty is measured as the percentage of the population with income less than some fixed proportion of median income (Raphael 2009:7-18). Relative poverty measure is used by the United Nations Development Program (UNDP), the United Nations Children's Fund (UNICEF), the Organization for Economic Co-operation and Development (OECD) and Canadian poverty researchers (Human development report: Capacity development: Empowering people and institutions (Geneva, 2008:45-51)

However, the level of poverty changes over time according to the current economic position of that particular country at that moment, for example a person living below the poverty line in 1995 was far richer in 1965 (Adamson, 2012:5-9). Poverty is not only defined by the lack of affordability, people can earn enough income for survival but once their income fall below of that of their community they become poverty stricken (Pimpare, 2009:103).

Since there is no particular tool that can be used to determine the minimum individual economy participation equating by the community members. The correct measurement instrument should be relative to the cultural context of that particular society (Taras, Rowney and Steel, 2009:357-373). Each society there should be an empirically determinable 'breakpoint' within the income distribution below which participation of individuals collapses, providing a scientific basis for fixing a poverty line and determining the extent of poverty Ferragina et al.2016:14).

3.8.6 Health and Mortality

Approximately over 18 million per year or 50 00 deaths per day are poverty related and the majority of the victims are women and children. The poverty cause for these deaths is mostly hunger and diseases (Christian Science Monitor, 2007:87). This is also

confirmed by the World health organization that half the child mortality cases are a result of hunger and malnutrition. Poverty does not only affect human race but also plays a huge role in country's GDP growth, this is the case when money meant for investment is actually diverted to health and economic resources (Rees and Wackernagel, 2008:537-555).

While billions are spent in trying to fight the epidemic but on the other hand poverty seems to be the enemy of progress by affecting economic growth and reduction of human capital Bell, Devarajan and Gersbach (2003:11-25). The impact of HIV and AIDS does not only prevent people from being economically active but also demands significant medical care (Greener, 2002:14-27).

3.8.7 Contaminated water

The cause of most poverty related deaths are due to lack of access to clean water and sanitation. Diseases such as diarrhoea acquire and spread as a result of inadequate access to clean drinking water (Cele, 2018:51). In 2010 the number of people living without clean water was significantly halved but there is still an approximate of 783 million who still sourcing water from poor water sources (Martínez-Santos, 2017: 514-533).

Although in 2010 the United Nations declared access to clean water a basic human right, millions of impoverished nations still remain casualties of inadequate clean water supply (Singh et al 2012:46-87). Despite the challenges that hinder access to clean water, more technology is being deployed to ensure that clean water is achieved in all corners of the world, these technologies include the ensuring of clean water just from the time of collection (Mintz and Tauxe 1995:948-953).

Inadequate sanitation has also contributed negatively to poverty. poor sanitation has led to malaria, parasitic diseases, and schistosomiasis (UNICEF. 2005). To effectively

decrease the morbidity and mortality of diseases, the population should get access to water from home instead from outside (Cash, Halder *et al*, 2013:2094-2103). Therefore, in addition to the installation of standpipes, water supplies and sanitation should be provided within houses

3.8.8 Poor Nutrition

According to Piwoz, Preble and Elizabeth (2000:24-56) believe that 35% of children in sub-Saharan Africa under the age of five are suffering from malnutrition. A poor immune system as result of poor malnutrition will often lead to the infection of diseases (Kau, Ahern, Griffin, Goodman and Gordon, 2011:327-336).

3.8.9 Poor infrastructure.

The lack of infrastructure is amongst the main problems that contribute to ghettos, poor infrastructure is the sufficient roads that give access to various amenities (Addae-Korankye, 2014:147-153). Without proper infrastructures ghettos are automatically cut off from any potential developments. Poor infrastructure delays communication, resulting in social isolation between ghettos and the emerging markets (Lucas, 2011:1320-1334). Such isolation hinders integration with urban society and established markets, which could result in greater development and economic security (Taneja and Wu, 2014:297-309).

Poor quality, unpaved streets encourage ghettos; a 1% increase in paved all-season roads, claims Arimah, reduces slum incidence rate by about 0.35% (Eneh, 2021:9379-9396). Affordable public transport and economic infrastructure empowers poor people to move and consider housing options other than their current slum (Rancich and Michael 1970:32-40). Inadequate infrastructure has become a way of identifying or classification of ghettos (Lacoboaea 2009:5-9).

The basic infrastructure that are a great concern and play a significant role in the ever growing ghettos include poor electrification, unsafe drinking water, poor health care facilities, reliable roads, this is the common problems in the modern day ghettos unlike the ancient ghettos which had these infrastructures but only classified as ghettos due to racial residence (Chandrasekhar 2005:5). The lack of proper infrastructure in the ghettos such narrow roads the prevent waste collection which piles ups in return creation a dirty environment (Runfola and Hankins, 2010:345-367).

Every country has its own ghettos and it is the responsibility of the government of that particular country to do away with these ghettos, but most often in trying to intervene in these ghettos results in conflicts because most of these ghettos are located in dispute land and providing services to ghettos often gives the impression of recognition of the property rights (Ramnath et al 2012:646-663).

Another conflict of interest in recognizing ghettos involve tax evasion, regardless of the poverty in the ghettos but it is important to recognize that they also have their own economy but unfortunately the government will not generate any revenues from the economic activities happening in these ghettos (Nuijten,et al. 2012:157-170).

3.8.10 Social exclusion

According to Fangen, (2010:133-156) social exclusion is where by and individual or a community is denied various opportunities and resources that is normally available to other individuals of different groups and such opportunities may include or often lead to the denial of even the basic human rights such as adequate housing, basic health care, employment, democratic participation etc.

3.8.11 Individual Exclusions

Walsh and Tamara (2006:27-37) defines individual exclusion as the denial of an individual to fully participate in the society. An example of social exclusion deals with people with disability where there are not catered for, to fully participate in the communities of which they reside in or even be able to economic active. Another popular individual exclusion

involved the exclusion of women in the labour force in the patriarchal society where men are deemed to be in charged (Moosa-Mitha, 2005:37-72).

3.8.12 Community Exclusion

Community exclusion is mainly racial based; the majority of the ghettos are socially excluded because of race, these communities are deprived of many opportunities and services (Baskin 2003:17). Social exclusion is motivated by many factors which include race, income, employment status, social class, geographic location, personal habits and appearance, education, religion and political affiliation.

Globalization, immigration, social grants and policies are wider social structures that have the possibility to be contributing negative factor to one's access to resources and services, resulting in the social exclusion of individuals and groups.in the economy point of view when jobs that can be done by individuals are outsourced to large firms which leads to job losses and increasing the gap between the wealthy and the poor (Castles, 2010:1565-1586). Therefore, globalization sets forth a decrease in the role of the state with an increase in support from various "corporate sectors resulting in gross inequalities, injustices and marginalization of various vulnerable groups.

Community social exclusion does not take into account the poverty line, as government and companies continue outsources with jobs being lost yet the poverty line is not lowered. Globalization has led to many immigrations where individuals seek new opportunities in other countries but in turn the perceived new opportunities often turn into nightmares because the immigrants are not fully welcomed as they had anticipated. Ferguson, Lavalette and Whitmore (2005:1-13) emphasized how immigrants have struggled to have access to basic welfare programs.

Immigrants are seen as unworthy, or that they must prove their entitlement in order to gain access to basic support necessities. It is clear that individuals are exploited and marginalized within the country they have emigrated (*Ferguson et al*, 2005:19).

Marginalization is unfair because it deprives the opportunity to exercise capacities in socially defined and recognized way.

Social exclusion also contributes to heavily on unemployment; this is bas on the fact that in the current society for individuals to acquire human basic essentials they require some form of income which mostly comes from employment. But is also the fountain of individuals' distinctiveness and feeling of self-worth. Because poverty is relative to the income of an individual. Social exclusion can be a possible result of long-term unemployment, especially in countries with weak welfare safety net (Furlong ,2013:31).

3.9 THE FIGHT AGAINST POVERTY.

The fight against poverty is global battle of which every country is working tirelessly to reduce, however economic growth and humanitarian aid have been the basic measures to aviator poverty. Technology have contributed immensely in eradication of poverty especially in the agricultural industry with the introduction of modern irrigation methods, pesticides and as well as nitrogen fertilizers (Eaterbrook 1997:5-16).

Economic liberalization has left the poor vulnerable and exposed to the greed of capitalists by means of giving more property rights to the private sector, the protection of property rights to land, the most important asset for any nation, is important for economic freedom (Vásquez, 2001:5). The World Bank stated that by increasing rights to land, the poor will stand a greater chance in increasing their wealth and sometimes even doubling it, it further cited that if government recognized the land rights of the poor, their worth would be more than that of foreign aid (Vásquez 2001:14).

Government policies can play a good role in poverty reduction, only if properly implemented. For example, the World Bank suggested those third world countries to do away with subsidies for fertilizer that many farmers cannot afford at market prices The World Bank (2002). policies that does not restrict imports or exports as well as the

idea of the free market as applied to international trade will increase the countries total surplus via The Economist (Copeland and Mattoo, 2008:84-129).

The unfairness in the trading policies have caused a barrier or degree of lack of access to the wealthier countries, as markets, for goods imported from poorer countries and in addition it is also not allowing the poorer countries to stimulate their own industrial economies (Dugger and Celia, 2007:11). for example, when processed products from third world countries get higher import tariffs than raw materials when supplied to wealthier countries.

Another form of which a country can grow its economy is investing in the development of its human capital in the form of education. With and increase in employment the more poverty eradication the country will see but employment does not guarantee poverty alleviation (Melamed, Hartwig and Grant 2011:12), this is evident in low paid workers with permanent jobs but still drowning in poverty because they earn below the poverty line.

However, there are other places of interest in upliftment of the economy in which states can invest in such as the assistance of the agricultural activities as Most African countries their GDP contributor is agriculture. agriculture can be improved in many different way is by improving the water irrigation and water management system (Mukherji 2009:27-42).

3.10 CHAPTER SUMMARY

In South Africa ghettos have evolved from racial segregation and the former refusal of the Africans to free move into towns and look for work. Consequently, the planning was excluded numerous other citizens and many other opportunities for buying more land by the municipalities were not exploited. There was no future planning for the expansion of the cities as it was thought that apartheid would be there forever. The advent of democracy allowed free movement and thereby enabled many rural folks to flock to towns looking for better opportunities. The failure of the government to focus on the

development of the rural areas, farming and introduction of agro-based industries, allowed the flow of people relocating to urban centres for jobs. It wasn't long before these people had nowhere to live and they started building informal structures for their convenience. The government responded by building the small RDP houses which had little space in between them, which soon took the form of ghettos. Poverty has had a huge impact on the lives of these residents, but the government has provided accommodation to some in the form of RDP houses.

CHAPTER 4 RESEARCH DESIGN AND METHODOLOGY

4.1 INTRODUCTION

The previous chapters which is chapter one and chapter two have looked at the literature review of different researchers and their different opinions on how they have concluded on the occurrences and various issues regarding housing and inequality. However, the conclusion of the writers is not dependent solely on their opinions and perceptions but rather on the *research design* and *research methodology*. It is important to ensure the clarity between the two but also for the record it is also crucial to also defines "Research" itself. According to Young (1977:30) research is a systematic scientific attempt which seeks to find new facts, test and evaluate existing facts, its main purpose is to diffuse knowledge and establish theories on the basis of the believable facts. In fact, research is an art of scientific investigation. Oxford Dictionary (2018) defines research as the systematic investigation into and study of materials and sources in order to establish facts and reach new conclusions. It is important to note that *research* is noun attached to compound words "design and methodology".

4.2 RESEARCH DESIGN

This is a road map on how the research itself will be conducted. Van Wyk (2012: 3) defines Research design as the overall blueprint which seeks to connect the theoretical research problems to the pertinent (and achievable) realistic research. The research design enunciates what data is crucial, what kind of approaches are going to be deployed

to gather and investigate this data, and how all of this is going to respond the research questions. The design refers to the ways for directing the study which should also include when, from whom and under what circumstances data was acquired. The main purpose is to afford the most usable, accurate answers as possible to research questions (McMillan and Schumacher, 1993:31).

4.3 RESEARCH METHODOLOGY

One of the crucial elements in conducting a research is knowing how the research will be conducted and Research Methodology seeks to achieve such. Khan, Liu, Shakil and Alam, (2017:923-944) defines research Methodology as the way that comprises the study of the tools of research, organization of various documents relating to the study, systems involved in the critical edition of these documents and the like. According to Rajasekar et al (2013) research methodology is an organized approach to unravel a problem. It is the art of studying how research is to be carried out. Basically, the techniques by which researchers go about their work of describing, explaining and predicting occurrences are called research methodology. It is also defined as the study of methods by which knowledge is gained. Its aim is to give the work plan of research.

4.3.1 Difference between Research Design and Research Methodology.

Different writers have articulated clear difference between research design and research methodology, however such difference can also be summarized in order to avoid any confusion or misinterpretation. Van Wyk (2012:3) makes a distinct difference between Research design and Research methodology.

Table 3.1: Research Design Versus Research Methodology

Research design	Research methodology
<p>Focuses on the end-product: What kind of study is being planned and what kind of results are aimed at.</p> <p>E.g. Historical – comparative study, interpretive approach OR exploratory study, inductive and deductive etc.</p>	<p>Focuses on the research process and the kind of tools and procedures to be used. E.g. Document analysis, survey methods, analysis of existing (secondary) data/statistics etc)</p>
<p>Point of departure (driven by) = Research problem or question.</p>	<p>Point of departure (driven by) = Specific tasks (data collection or sampling) at hand.</p>
<p>Focuses on the logic of research: What evidence is required to address the question adequately?</p>	<p>Focuses on the individual (not linear) steps in the research process and the most 'objective' (unbiased) procedures to be employed.</p>

Source: Adapted from (Van Wyk: 2012:3)

According to Mouton (1996:35) methodology is a way or a particular method of doing something. Burns and Grove (2003:488), defines methodology as exercise that includes the design, setting, sample, methodological limitations, and the data collection and analysis techniques in a study. According to (Noor, 2008:1602-1604) research methodology is a clear collection of methods that match each another which have an ability to blend in to provide data and answers that will echo the sediments of the research question and suit the researcher purpose. According to Holloway (2005:293) methodology is a framework of philosophies and ideologies on which methods and procedures are based

4.3.2 Mixed Methods of Research Methodology.

The data collection for a study or research dependent entirely on the topic, however the topic of study contributed immensely on the method of research of which the outcomes

was based. According to Creswell and Clark (2011:17-28) mixed methods research “as a method, its main focus is collecting, analysing, and collaborating both quantitative and qualitative data in a single study or sequence of studies. Its core approach or objective is that the use of quantitative and qualitative is used respectively and accordingly to arrival at an objective conclusion. The use of both methods provides a better understanding of research problems than either approach alone. Muijs, (2004:14) echoed the sentiments that mixed methods research is more than just an approach of using two different kind of research methods for the sake of using them, but the use of both methods should seek to capture the perceived trends and details of the study, however the main goal of mixed methods is to be able to provide a much clearer analysis of the conclusion of the study.

4.3.3 Quantitative Research Methodology

Quantitative research is the explanation of an occurrences by means of collecting data numerically that is compatible to be analysed by using mathematically based methods (Muijs, 2004:14). Quantitative research is a kind of academic research in which the researcher decides what to study (Fischer, 2003:5). This enquires specific, narrow questions; collects quantifiable data from eligible respondents; analyses these numbers using statistics; and conducts the inquiry in an unbiased, objective manner.

While Quantitative research seeks to yield unbiased results, it is also very easy to characterize it in order to get a clear perspective from the beginning (Glaser and Strauss, 2017:105-114). Amongst its characteristics they are: the importance of collecting and analysing data in numerical form, an emphasis on collecting scores that measure different qualities of individuals and organizations (Yalmaz, 2013:311-325). An emphasis on the procedures of comparing groups or relating factors about individuals or groups in experiments, correlational studies, and surveys (Fischer, 2003:5).

4.4 TYPES OF QUANTITATIVE RESEARCH DESIGN

4.4.1 Experimental designs

Experimental designs are every so often notorious as the scientific method due to their popularity in scientific research where they originated (Kuhn, 2011:225-239). The tests under controlled conditions that is made to demonstrate a known truth or scrutinize the rationality of a hypothesis (Liedtka, 2018:72-79). The important element of this meaning is 'control', and that is where experimental research differs from non-experimental quantitative research (Leatherdale, 2019:19-35).

4.4.2 Non-experimental design

In the process of conducting an experiment one often seeks to have control of the environment and the conditions at which the research is of often conducted (McDermott, 2011:27-40). Therefore, researched conducted under confined environment such as laboratories where some major influences can be curbed which may seek to distort the process and later influencing the outcome (Yin, 2003:359-386). In the non-experimental design there is no control of minor influences, in this design variables are used as they appear in practice.

4.5 TYPES OF QUALITATIVE RESEARCH METHODS

Qualitative research is a systematic experimental inquest into meaning by methodical by of means planning, well-ordered and unrestricted (Shank, 2002:5). In other words, qualitative research is based on people's feeling, they perception of events that touch their lives directly or indirectly, it is way of study that gives people a chance to express themselves without fear.

4.5.1 Action Research

Action research is based on new discoveries in which things can be done or improved and breakthroughs have to be made however for an organization to find its breakthrough (Cohen, Manion and Morrison, 2017:440-456). An action research consists of academic

individuals conducting their own professional practice and formulating their own questions (Jefferson, 2014:91-116). This research activity belongs in the daily process of good teaching, to what has been called the 'zone of accepted practice' (Soslau, 2016:479-502).

4.5.2 Case Study Research Design

Qualitative research is the case study research method which seeks to scrutinize the facts closely both at a surface and deep level in order to give details of the occurrences in the data (Eberle, 2014:184-202). Explanatory cases are also used in informal studies where pattern-matching is used to study particular phenomena in very difficult and multivariate cases (Iacono, Brown and Holthman, 2011:57-65). These difficult and multivariate cases can be described by three competing principles: a knowledge-driven theory, a problem-solving theory, and a social-interaction theory.

Table 2.2: Qualitative versus quantitative research

Qualitative Research	Quantitative Research
<ul style="list-style-type: none"> • Used when there is a deeper understanding of a particular issue is required. 	<ul style="list-style-type: none"> • To get a broad comprehensive understanding of the situation
<ul style="list-style-type: none"> • To understand behavior, perception and priorities of affected community 	<ul style="list-style-type: none"> • To seek precise measurement, quantify, confirm hypotheses
<ul style="list-style-type: none"> • To explain information provided through quantitative data 	<ul style="list-style-type: none"> • To produce evidence about the type and size of problems
<ul style="list-style-type: none"> • To emphasize a holistic approach (processes and outcomes) 	<ul style="list-style-type: none"> • When accurate and precise data is required

<ul style="list-style-type: none"> • When the assessor only know roughly in advance what he/she is looking for Recommended during earlier phases of assessments 	<ul style="list-style-type: none"> • To compare relations and correlations between different issues
<ul style="list-style-type: none"> • Detailed and complete information, contextualization, interpretation and description 	<ul style="list-style-type: none"> • To deal with data in the form of numbers and statistics
<ul style="list-style-type: none"> • Perspectives, opinions and explanations of affected populations toward events, beliefs or practice 	<ul style="list-style-type: none"> • Aims at dealing with issues in an objective manner

Source: (Brannen, 2017:14-29)

For the purpose of this study mixed research methodology is used in order to take into account the positive sides of both Qualitative and Quantitative research methods. Hence one of reasons when conducting a study involves collecting and analysing quantitative data followed by the collection and analysis of qualitative data because the use of qualitative results does help in enlightening and interpreting the findings of a quantitative study.

4.6 TARGET POPULATION

This study was intended to target all residents of kwa-Langa District that are the main beneficiaries of the RDP housing system. These residents were expected to have been already living in their RDP housing because they have better exposure and experience hence they are the main recipients and beneficiaries. With the assistance of the councillor I was able to identify and distribute the questionnaires to the relevant households who are the main target for the purpose of this study.

4.6.1 Sample frame

Sampling is the process of obtaining information from a selected parts of a product with the intention of generally concluding about the behaviour or quality of that particular

product. According to the Councillor of the Kwa-Langa district there are over 250 RDP housing recipients that have benefited from the system, the survey will include the recipients of the new housing as well as the old housing recipients.

4.6.2 Sample method

The researcher decided on handing questionnaires for survey purposes to 1000 household where 100 questionnaires will be handed to the old phase of housing and the other will be handed over to 100 recipients of the new phase of housing. The sampling is easily conducted with the assistance of the councillor, it will be easier to identify and randomly hand over the questionnaires hence it is a highly populated area. For this study all respondents reside in the Kwa-Langa district and a total of 100 sample of the residents will be given questionnaires.

4.6.3 Sample size

A sample of 100 residents who were residents of the RDP Housing Scheme were involved in the study, were approached to fill in the questionnaires. The total number of homesteads in the RDP project was 500, and systematically (the first house was chosen randomly) and every 5th homestead was sampled for the research. It was targeted on specifically on people who claimed to be owners or residences of the homesteads that were randomly selected.

4.7 THE RESEARCH INSTRUMENT.

When conducting a study, it is crucial to decide on the type of technique that will be used to collect data, and for this study structured questionnaires will be used. Oxford dictionary (2018) defines questionnaires as a research instrument consisting of a series of questions with a choice of answers that seeks to gather information from respondents based on the feelings towards the questions. The questionnaires were divided into three sections, section A, section B and section C.

4.7.1 Data analysis.

The data will be collected, organised and analysed. For the section of open ended questions an Ms Excel will be utilized to analyse the data by means of statistical descriptions where graphical representations will be drawn and also presented in a pie

graphs and histograms. The open ended questionnaires will be analysed through quantitative approach.

4.8 CHAPTER SUMMARY

This chapter described the research methodology, including the population, sample, data collection instruments as well as strategies used to ensure the ethical standards, reliability and validity of the study. The research survey design used for this study is of the qualitative nature where questionnaires containing two sections will be submitted or given to the identified targeted respondents. Questionnaires comprise of closed and open ended questionnaires. The targeted respondents will be strictly being the permanent residents of kwa-Langa that have been the true beneficiaries of the government RDP housing system. The permission to conduct the study in the area of Kwa-Langa was obtained from the area municipal councillor, were also the confidentiality and anonymity of the respondents is guaranteed which is also stipulated in the questionnaires as well.

CHAPTER 5 DATA RECORDING, ANALYSIS AND INTERPRETATION

5.1 INTRODUCTION

This chapter seeks to deliberate on the outcome of the data collected through the use of questionnaires. All the questionnaires were brought together (106) for further processing, editing, cleaning, coding and capturing. It was noted that 6 of the questionnaires were not appropriately filled and only 100 were used for the purposes of establishing the findings. was conducted to identify any spoilt questionnaires, for this study. Data analysis is imperative because it assist in drawing conclusions based on concrete proof rather than from face value judgment. According to (Xia and Gong, 2015: 300-311) the analysing of data in the modern world play a very powerful role in decision making especially in the corporate world. Even though data can be acquired by using many different methods, in the same way it can be modelled differently by the use of exploratory data analysis in order to begin to understand the message within the data collected (Stephen, 2004:3-6). The most crucial part in the data analysis is being able to represent data in the graphical form for clear understanding and interpretation.

For this study as mention in the research methodology chapter, mixed methods were adopted for this study for data collection and analysis which were both qualitative and quantitative research methods. The quantitative data was represented by means of graphs and numerical values and qualitative data was represented in a form of a summary.

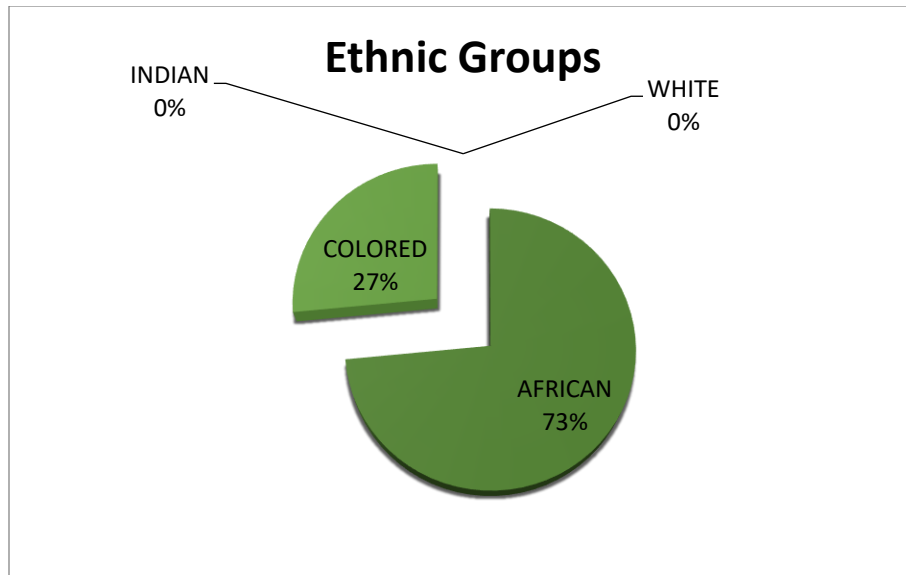
5.2 SECTION A: BIOGRAPHY

Question 1: To Which Population Group Does the Respondent Belong?

This question was asked to find out the ethnic group which the people participating in the study fell. This in turn allowed for an assessment to establish the demographics of Kwa-Langa and to get a full perspective of the whole community on a racial point of view.

RESPONSE: 100 in total participated in the research and their responses are given as percentages. It was expected that most of the respondents would be in their late 20s, the results are illustrated in figure 5.1 below.

Figure 5.1 Ethnic groups responding



Source: own construction

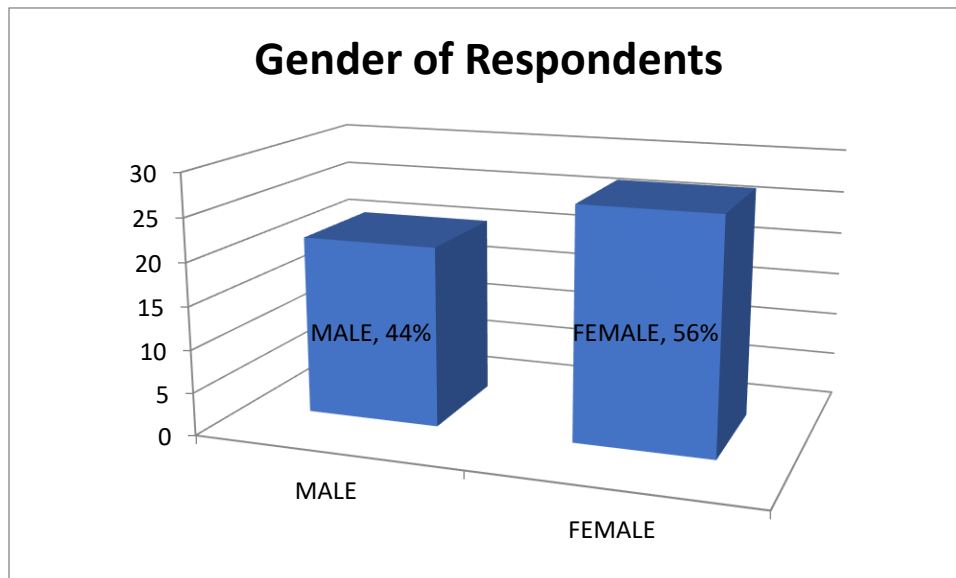
According to the findings there two major ethnic groups in the Kwa-Langa and the dominant ethnic group is 73% of which were Africans and 27% were coloured ethnics groups, no other ethnic groups were found for this study in the area. It is important to note that the Kwa-Langa district is black dominated township which is the result of apartheid laws that segregated black people.

QUESTION 2: To what gender does the respondent belong?

This question was asked to find out the gender group which the people participating in the study fell. This in turn allowed for an assessment to establish the demographics of Kwa-Langa and to get a full perspective of the whole community on a racial point of view.

Response: 100 in total participated in the research and their responses are given as percentages. It was expected that most of the respondents would be in their late 20s, the results are illustrated in figure 5.2 below.

Figure 5.2; Gender



Source: own construction

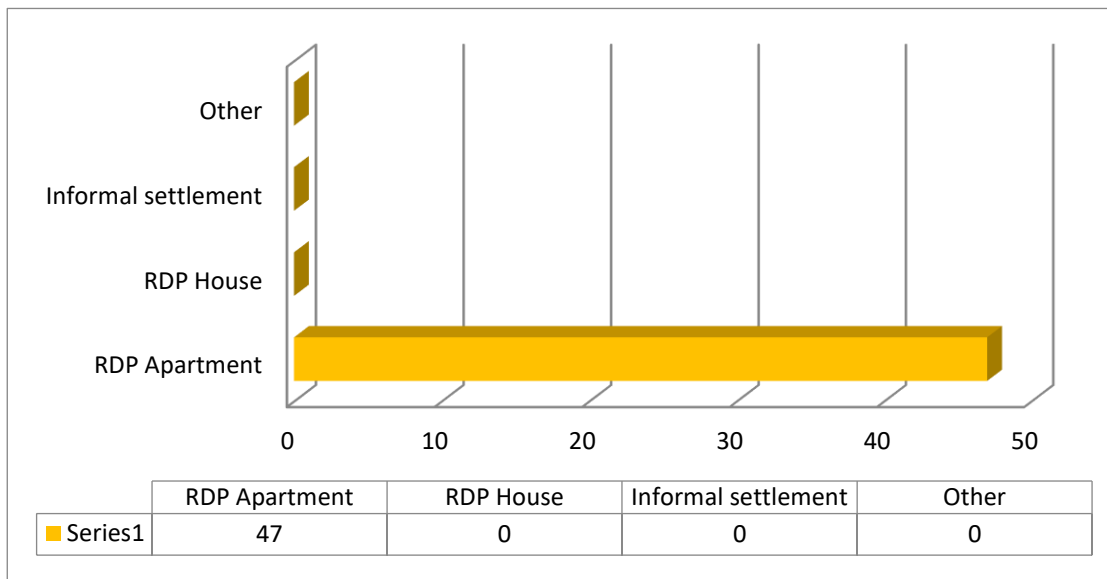
In the study 44% were male respondents and 56% were female respondents. It is clear that females are the main recipients of the RDP housing, one of the reasons this is the case is because women in South Africa earn far less than men which in turn reduces their chances of affordability.

QUESTION 3: Which best describes your current house?

In this question the aim was to get the idea of the kind of RDP dwelling structure the recipients were occupying. This question allowed the researcher to take into account such factors in drawing a conclusion.

Response: The questionnaires were distributed to all respondents and 100 of the questionnaires were received with feedback and all the respondents were RDP housing recipients. The obtained results from the feedback are represented below in figure 5.3.

Figure 5.3; Type of housing



Source: author's own construction

The RDP housing system setting of Kwa-Langa district is Apartment based as a result 100.0% of the respondents reside in the RDP dwelling. The area of Kwa-Langa is home to 52.041 resident in an area of 3.09km² according to census 2011. With such small area and with a large number of residents who are in need of RDP housing, it is impossible for the local government to build standalone housing because there is no sufficient land to do so, and for this reason RDP apartments are the only option.

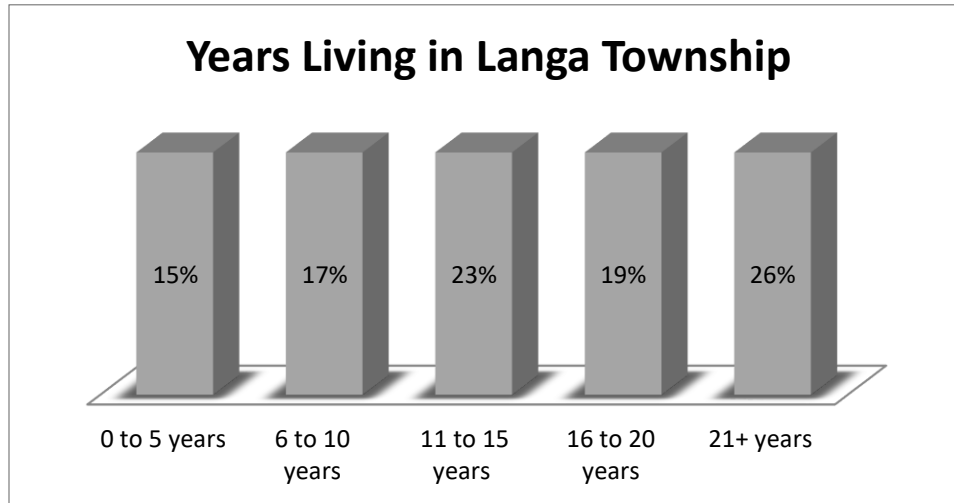
QUESTION 4: Number of years living LANGA Township?

This question was asked to find out the number of years with which the people who are housing recipients have lived in the area of Langa. This question would assist in finding out the true experiences of the recipients with regards to housing in the area

Response: 120 people in total participated in the research and their responses are given as percentages. Since the township of kwa-Langa is amongst the oldest townships in the Western Cape and in South Africa as whole it was expected that

most of the respondents would have lived for more than 21 years, the results are represented in the figure 5.4 below.

Figure 2.4; Years Living in Langa Township



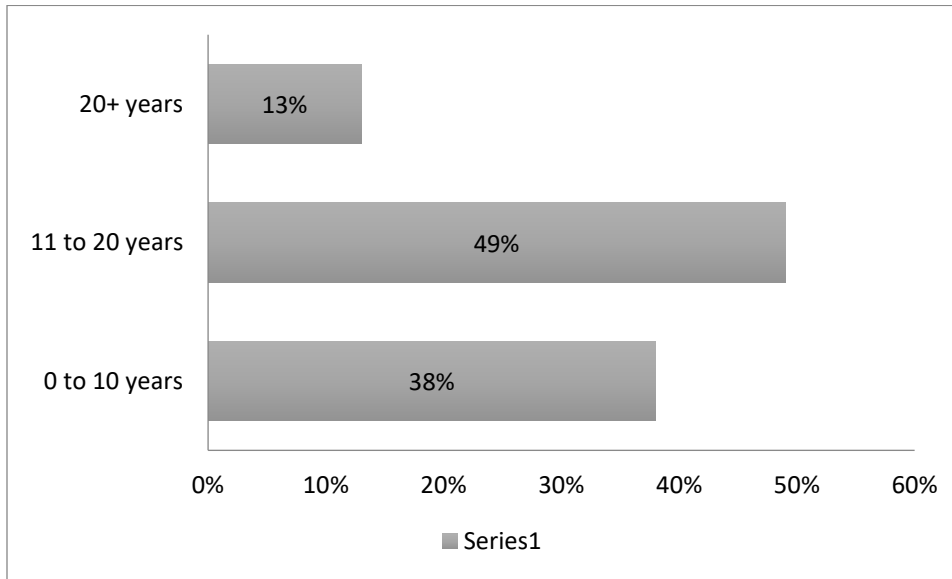
Source: own construction

The RDP housing recipients have lived in area for different number of years and according to the study 15% had been in the township for 5 years and less, 17% have been residents from 10 years and below, 23% have been in the township for less than 15 years, 19% have been in the area for 20 years and 26% have been in the area for more than 21 years. The majority of the respondents have been living in the area for more than 21 years and of because this is the result of the Kwa-Langa being the oldest township in the western cape.

QUESTION 5: How long have you had an RDP house?

The RDP housing system was born in the new democratic south Africa as a way of providing housing to poor south Africans who are unemployed and who are living below the poverty line, hence this question was asked to find out after the introduction of the RDP housing system, how many years that people have benefited from the system.

Response: 120 people in total participated in the research and their responses are given as percentages. The figure 5.5 below present how long one have live in the RDP.

Figure 5.5; How long have you had an RDP house?

Source: own construction

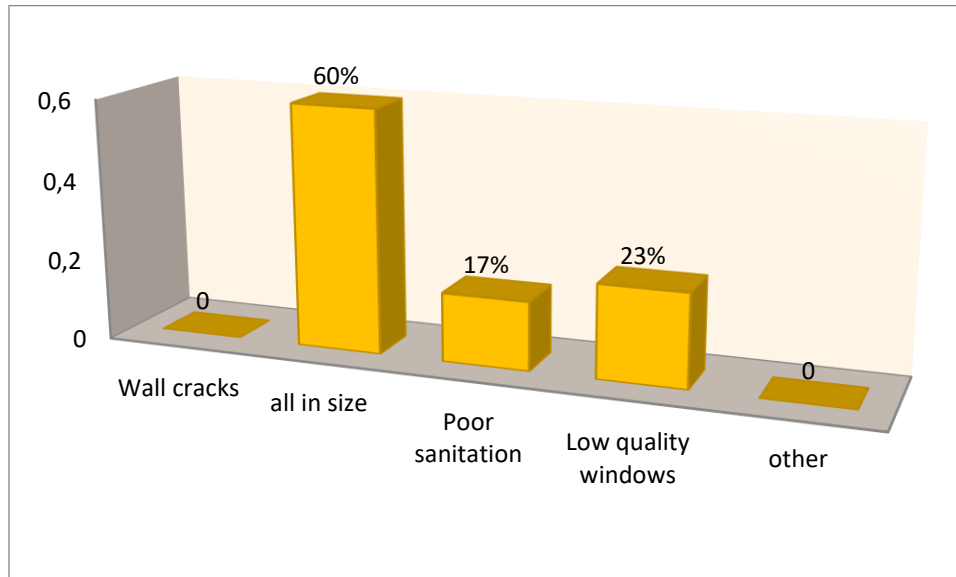
RDP housing in the country is experiencing a huge backlog as a result most township experience service delivery protests, for this study 38% have had their housing for a period of 10 years, while 49% have had their RDP for 20 years and 13% have had their housing for more than 20 years. It is clear that majority of the recipients indeed benefited from the RDP housing within the 20 years out of the 25 years of democracy.

QUESTION 6: What is the biggest problem with your RDP house?

The RDP housing is renowned for its defects and many different complaints regarding the quality standards of the building, the purpose of this question was to get an idea of the different kind of problems that the recipients usually come across or any other issues that they are not happy with.

Response: 120 people in total participated in the research and their responses are given as percentages. It was expected that the majority of the respondents would experience technical problems, the results are illustrated in figure 5.6 below.

Figure 5.6: What is the biggest problem with your RDP house?



Source: own construction

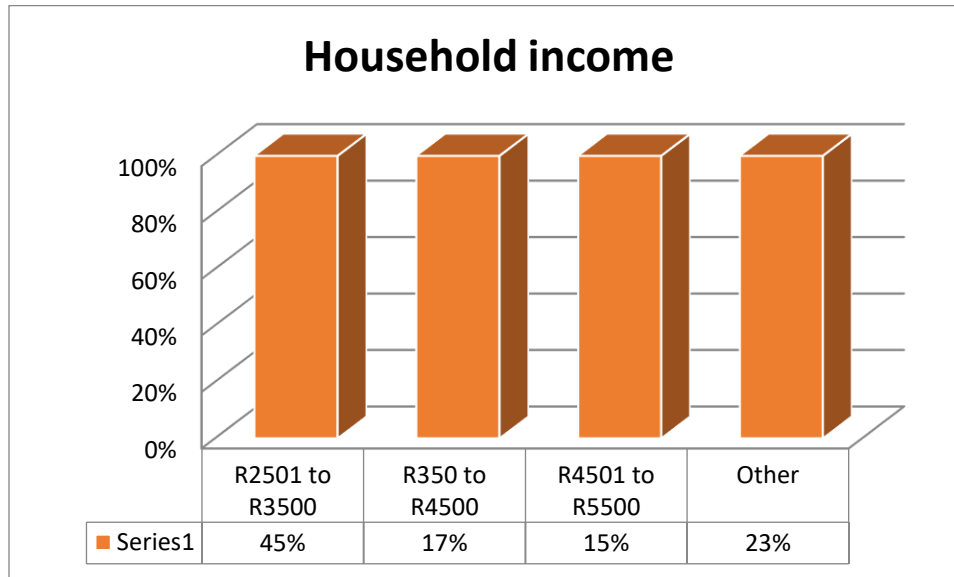
The RDP housing system has been wildly criticized for the poor quality, according to this study there were no respondents which had problems with cracked walls in their housing, however 60% of the respondents are not happy with the size of their housing, while 17% of the respondents were high concerned about the quality of the sanitation (plumbing) system and 23% of the respondents were not happy with type of windows that their housing contained. Based on the feedback it's obvious that most recipients are not happy with the structural size of the housing system.

QUESTION 7: Recent monthly income (for entire household).

This question was asked to get the idea of the overall income of the RDP housing recipients, because the housing system caters for low income earners and unemployed citizens.

Response: In all a total of 100 residents took part in the study it was expected that the majority of the respondents are either unemployed or are very low income earners, the results are illustrated in figure 5.7 below.

Figure 5.7: Recent monthly income (for entire household).



Source: own construction

According to the feedback the majority of the respondents which is 45% earned a maximum of R3500, 17% earned a maximum R4500, while 15% earned at a region of R5500 and 23% of the respondents earned more than R5500. These results do show that the majority of the RDP housing recipients either earn less or they are also social grant recipients.

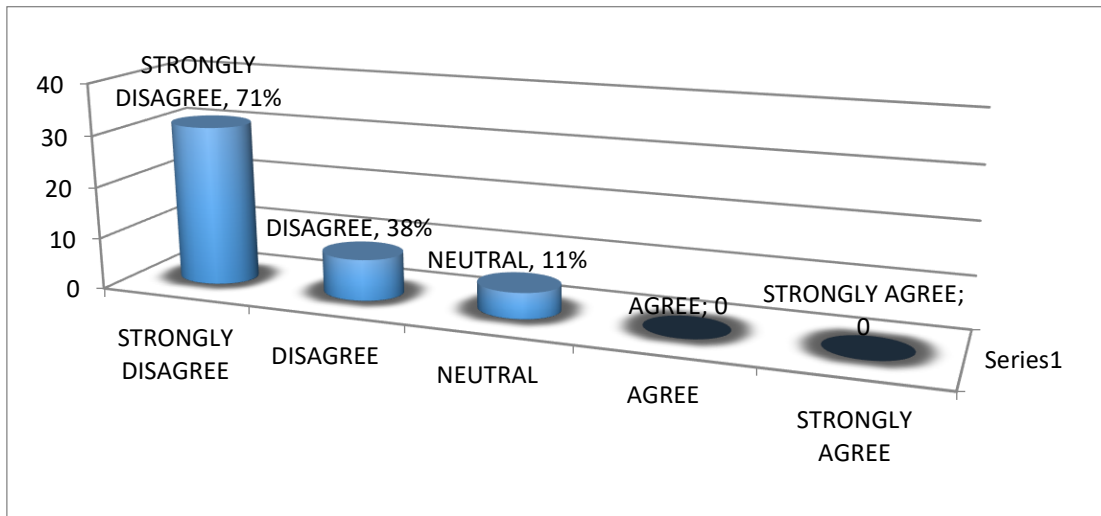
5.3 SECTION B; LIKERT SCALE

5.3.1 THE RDP HOUSING RECIPIENT'S OPINIONS REGARDING RDP HOUSING.

STATEMENT 1: The size of my RDP housing is of an acceptable size

Response: Through posing this statement, the researcher believed that the respondents would not be satisfied with the size of their RDP housing. Below is figure 5.8 showing the obtained results on the statement about the housing size.

Figure 5.8: The size of my RDP housing is of an acceptable size



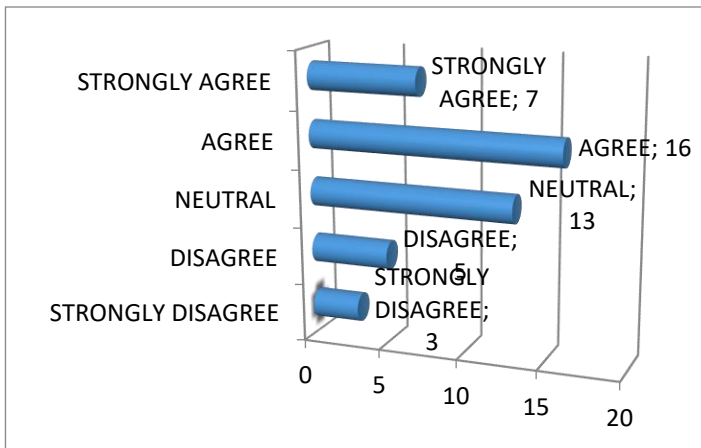
Source: author's own construction

The majority of respondents which is 71% strongly disagree and 38% also disagree of the total respondents seem to be not happy with the magnitude of the RDP housing, while 11% were neutral in their response and none of the respondents agreed with the housing sizes as adequate. The number of people who are in need of housing is very high and the provision of housing to these people is not enough, the size of the housing is a big problem because the housing beneficiaries have dependents.

STATEMENT 2: The walls of my RDP house in good condition

Response: All the respondents answered this question. The intention of this statement was to find out about the structural conditions of the RDP housing and in this statement the focus was on the wall. Below is figure 5.9 showing the wall of the RDP in good condition.

Figure 5.9: The walls of my RDP house in good condition

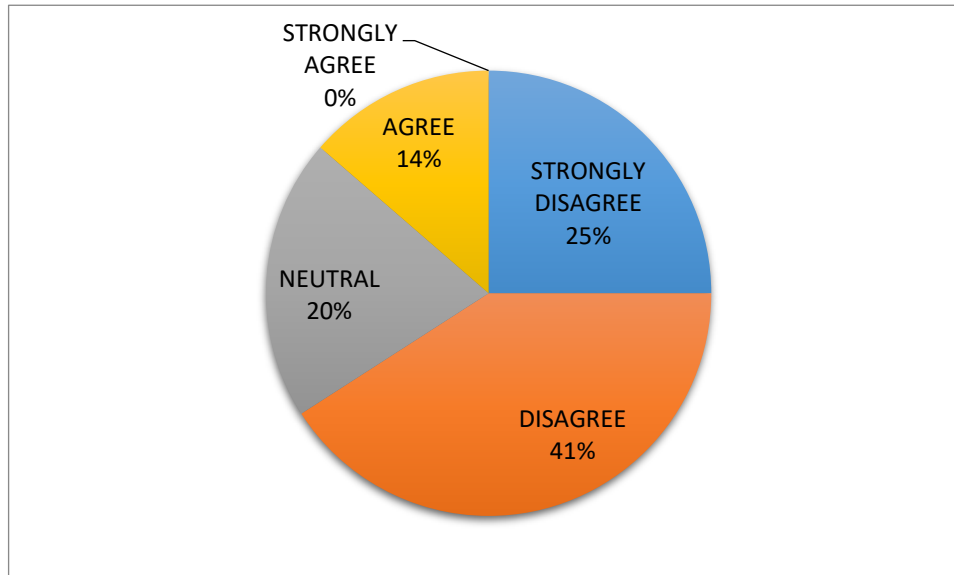


Source: own construction

The quality is deemed the most imperative component in housing, however quality remains the most unclearly defined for most ordinary citizens, even though 36% of the respondents agree followed by 30% of the Neutral response, 16% of the recipients strongly disagreed, 11% disagree and with 7% strongly disagreeing with the quality of the housing walls. Based on the response it is evident that the respondents have different perspectives of quality and how it should be.

STATEMENT 3: My RDP housing sanitation is of good quality standard

Response: The RDP housing is widely often criticized for its poor quality and often due to the lack of meeting the required standards. For this question the respondents were questioned about their feeling regarding the plumbing if it met their perceived standards. Below is figure 5.10 showing the obtained results on the statement about the plumbing quality.

Figure 5.30: My RDP housing sanitation is of good quality standard

Source: own construction

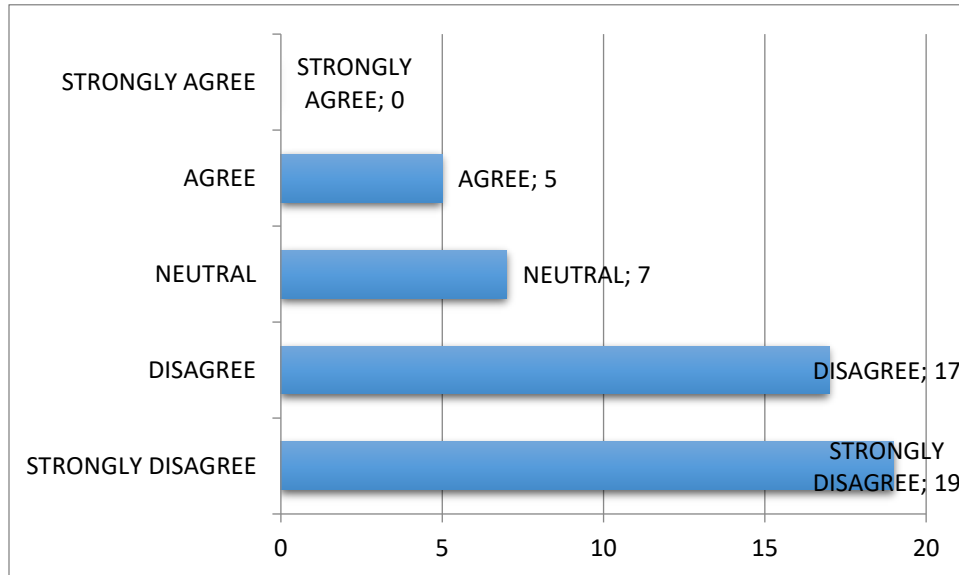
One of the critical issues with RDP housing, and the degree to which it effectively wishes to improve a households' standard or quality of living, involves household access to a modern and mainline connected, properly operating sanitary system to ensure both an improved & easily maintainable health/hygienic environment as well as for the purpose of user convenience. Survey results indicates that 41% of respondents disagree, a further 25% strongly disagree, 20 % had a neutral opinion of it and 14% strongly disagreed with the quality standard of RDP housing sanitation system suitability. Based on these responses it can be concluded that the overwhelming majority of RDP housing recipients in Kwa-Langa are dissatisfied with the quality, standard and effectiveness of its current sanitation system, to cater for general RDP household sanitation needs. With only a tiny portion of recipients (15%) feeling entirely happy about the level of sanitation provided. When it comes to quality standards service providers should be held accountable in the cases of defects that are experience by the recipients and also be held liable for all the costs.

STATEMENT 4: The rooms are enough for the whole family

Response: The most popular issue which has always been an outcry in the RDP housing system was the inadequate size which does not accommodate the recipients and for this

reason this question was imposed on the respondents to get an actual objective opinion. Below is figure 5.11 showing the rooms are enough for the whole family.

Figure 5.11: The rooms are enough for the whole family



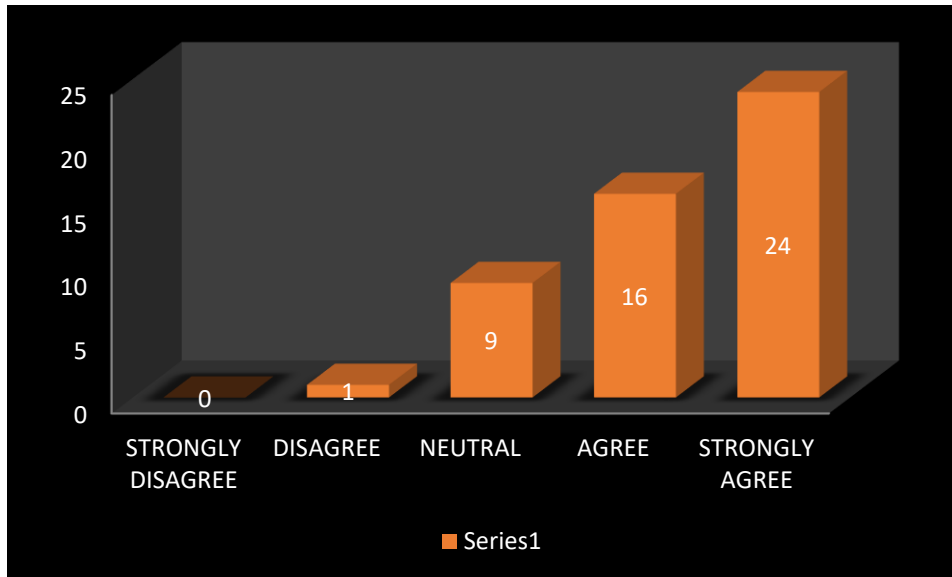
Source: author's own construction

The majority of the housing recipients have a strong feeling that their housing does not cater for their dependents and overall families with the 40% of the respondents disagreeing strongly, 35% disagreeing, 15% and 10% of the respondents agreeing could be of the fact that they have small families which are easily accommodated by the RDP housing system. The perhaps reason for such response is that most of the RDP recipients have extended families which is a major contributing factor for the outcry of the housing space not being adequate enough to accommodate most the recipients' families.

STATEMENT 5: My yard does not allow for future extension

Response: Land tenure is amongst the most sensitive issues in South Africa, the majority of the land which 74% is in the hands of white South Africans while 4% is owned by black South African leaving a huge gap that remains a huge debate in the South African political sphere. This question was raised in order to find out if the respondents stood any chances in acquiring land tenure through the RDP housing system. Below is figure 5.12 showing the obtained results on the statement about the possibility of future extension.

Figure 5.12: My yard does not allow for future extension



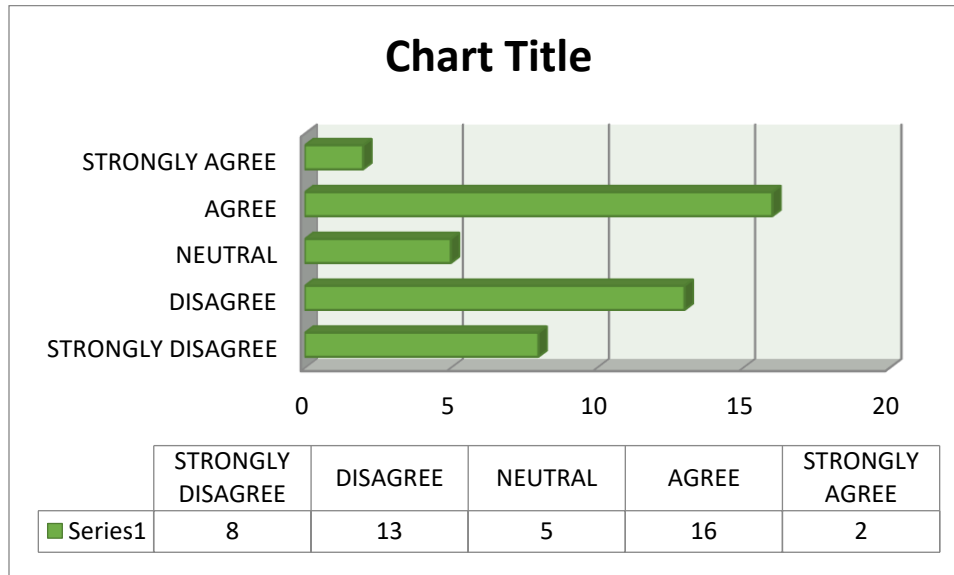
Source: *author's own construction*

The respondents of 48%, 32% and 18% being neutral of the feel that they do not have enough space to extend the housing to accommodate their families; however, the feeling behind the response is that all the respondent's RDP housing not of a single housing in nature but of a block of flats or apartments hence is it impossible for recipients to have some form of future extension.

STATEMENT 6: Our local government addresses all RDP related complaints

Response: The RDP housing system has been flooded with various complaints which involve quality standards that do not meet the required standards, Residents have the right to view the complaints regarding any unhappiness they may experience and this question was asked the respondents in order to find out if their complaints have been attended to accordingly by their local government. Below is figure 5.13 showing the obtained results on the statement about the extent of which complaints are handled by local government.

Figure 5.13; Our local government addresses all RDP related complaints



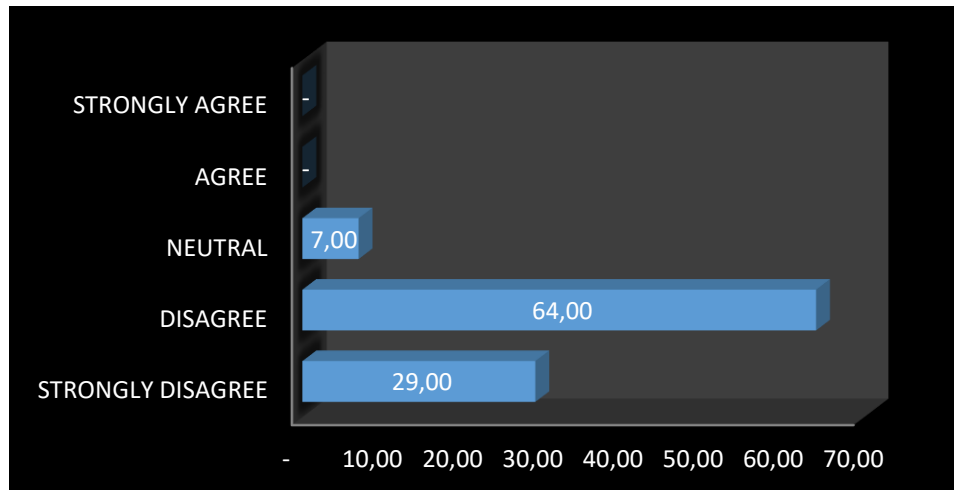
Source: author's own construction

The majority of the respondents which is 30% disagrees and 18% strongly disagrees with the fact that most of their complaints regarding their housing, 11% remained neutral, this could be a results that they haven't had any complaints at that particular term since the receipt of the housing, however 36% of the respondents claim to have to have been receiving great response whenever they lay a complaint regarding their housing and 5% strongly agreeing that whatever complaints they have are adhered to effectively. The above results show that even though complaints are there but the majority of the complaints are attended to but still many more are not satisfied with that handling of the complaints and this could result of lake of resources that causes backlog.

STATEMENT 7: Our ward councillor gives feedback to the community on RDP housing issues

Response: Good communication is a major factor in the issues involving the community and poor stakeholder engagement can lead to collapse of relationships and can amount to protests and complete unrests. This statement was addressed to respondents in order to find out if the community leader were indeed communicating effectively with the residents regarding their complaints. Below is figure 5.14 showing the obtained results on the statement about the feedback of community leader to the residents

Figure 5.14; Our ward councillor gives feedback to the community on RDP housing issues



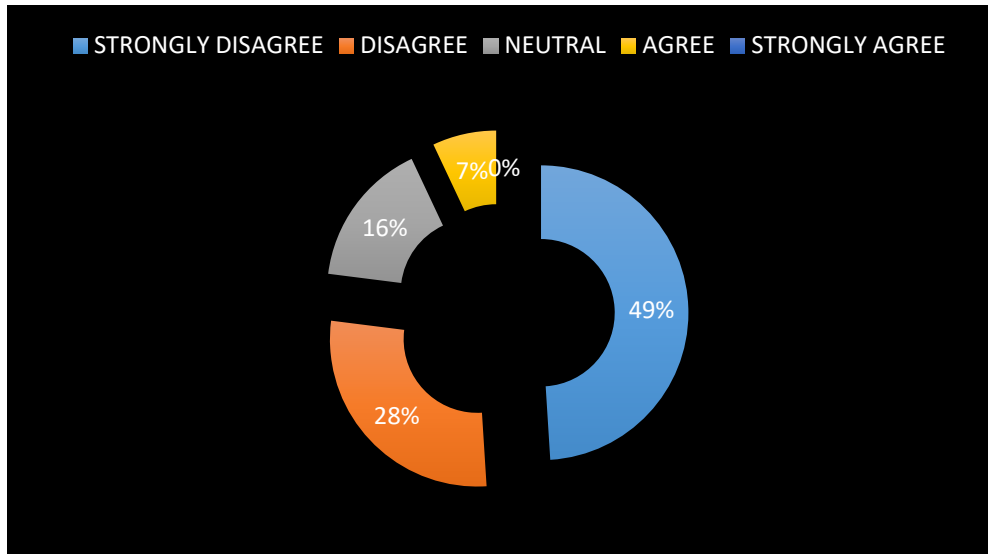
Source: *author's own construction*

64% of the respondents feel that they do not get enough feedback from the respective councillors regarding issues they have presented to their ward councillor while 29% also strongly disagree as well. 7% of the respondents remained neutral regarding this question, while none of the respondents agreed nor strongly agreed. Looking at the responses it is clear that there is very poor communication between the councillor and the community because there is probably no form of structured communication channel that seeks to give feedback to the RDP residents with their complaints.

STATEMENT 8: The paint work of my RDP house meets all the quality requirements

Response: For this statement respondents also asked about another technical element of their housing which is the walls of their housing, this question was asked in order to find out if there any problems with the housing walls such as cracks and poor building. Below is figure 5.15 showing the paint work of my RDP house meets all the quality requirements.

Figure 5.45; The paint work of my RDP house meets all the quality requirements



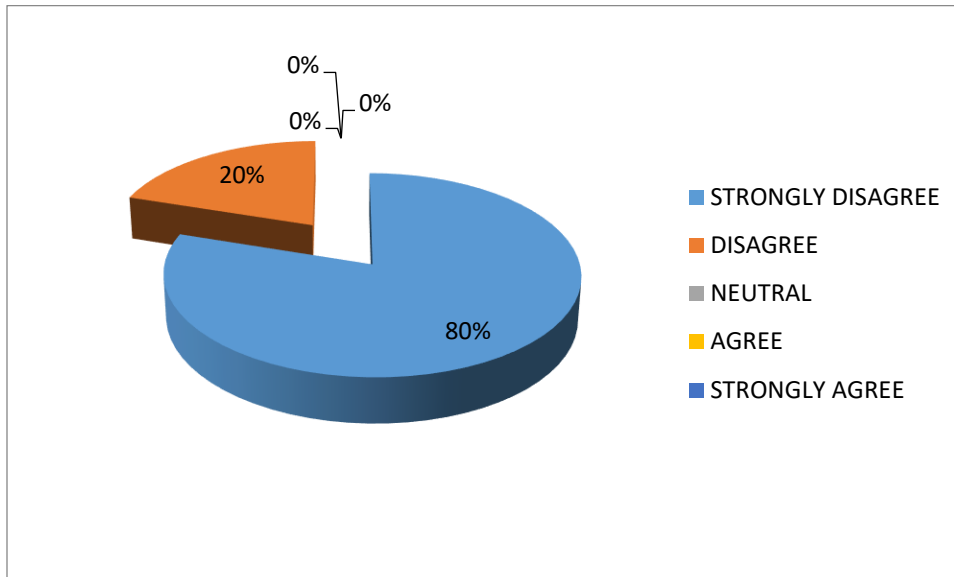
Source: author's own construction

Almost half of the respondents which is 49% expressed their dissatisfaction with the paint work of their RDP housing with 28% more also disagreeing, 16% remained neutral in their response, the apparent reason is that they could not define the quality of their paint work compare to the expected quality as prescribed by the standards. 7% of the respondents feel that the paint work of their housing meets all the quality requirements. It is clear that the majority of the respondents have seen some defects such as cracks on the walls or poor paint work.

STATEMENT 9: There is enough space in between the neighbour's units

Response: The aim of this statement was aimed at establishing if the recipients had enough spaces in between the neighbouring units. Below is figure 5.16 showing the obtained results on there is enough space in between the neighbour's units.

Figure 5.56; There is enough space in between the neighbour's units



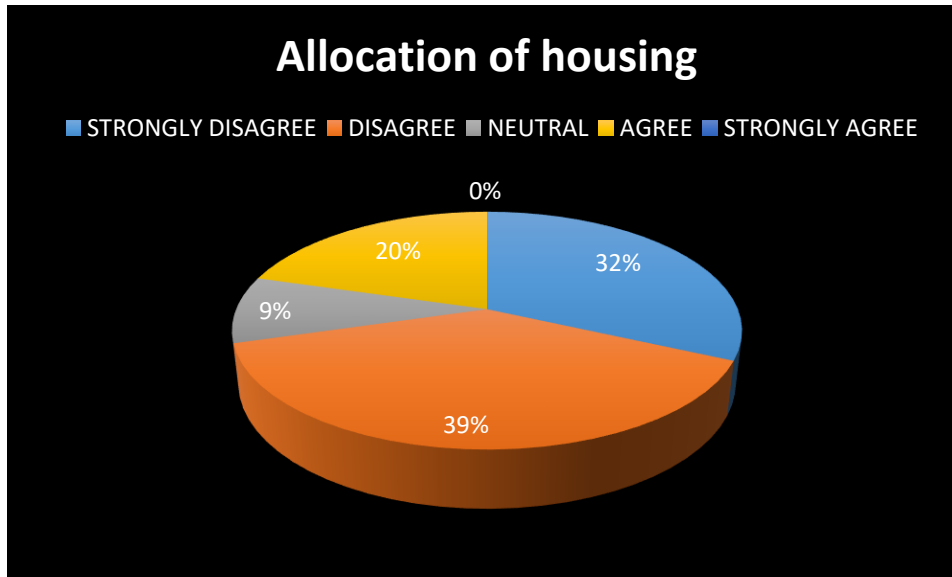
Source: author's own construction

For this question, the response is based on that fact that the housing which the respondents reside is not a stand-alone housing but RDP apartments. However, the reason for the RDP housing being apartments is solely as a result of inadequate land for the local government of the Kwa-Langa to provide free stand-alone housing,

STATEMENT 10: The allocation of housing is fair and transparent units

Response: Since the establishment of the RDP housing system there has always has been complaints emanating from the allocation of housing which is a result of an unfair listing system which in the end result to unrest and complete dissatisfaction, and this this statement was imposed on the respondents in order to get their views regarding the system used to allocate housing for them and their feelings about it. Below is figure 5.17 showing the obtained results on the statement about the transparency of the housing system allocation.

Figure 5.17; The allocation of housing is fair and transparent units



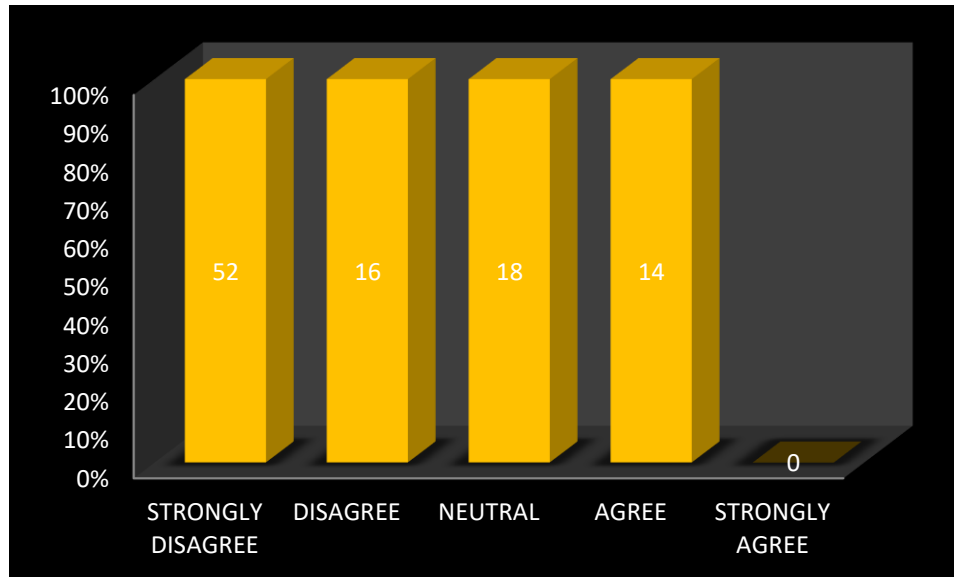
Source: *author's own construction*

All the respondents disagree with the allocation process being fair and transparent with 67% strongly disagreeing with the system of transparency and 33% disagreeing as well. Even though these are the housing recipients it is obvious that before receiving their housing they did experience some difficult time with the allocation of housing.

STATEMENT 11: The community members' involved RDP administration work

Response: Community involvement is a crucial factor especial when the particular project involves their livelihood, in this this question the residents were asked if they have been provided with the opportunity of being part of the admin work involving the RDP housing. Below is figure 5.18 showing the obtained results on the statement about the involvement of the respondents in the administration of the RDP housing.

Figure 5.68; The community members' involved RDP administration work



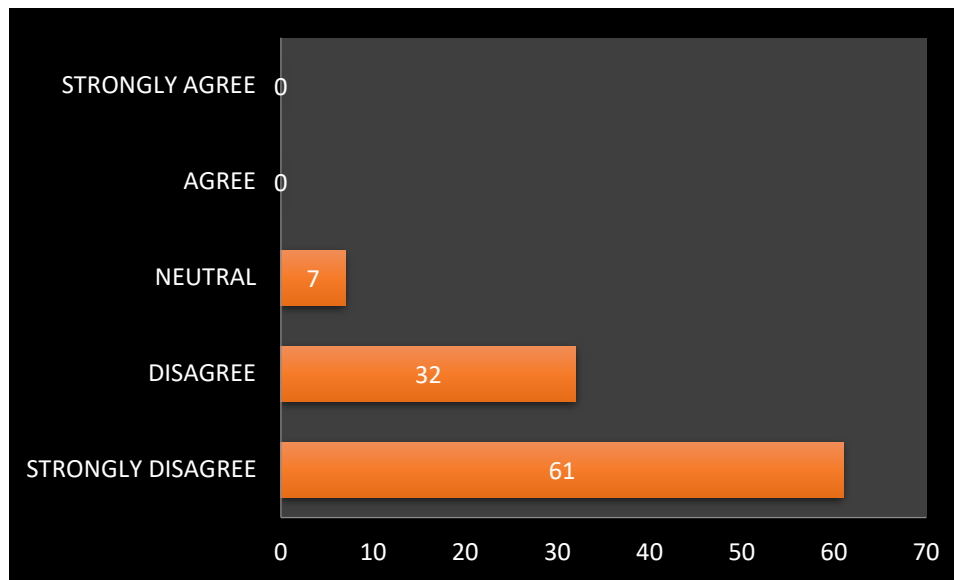
Source: *author's own construction*

For this question 52% and 16% of the respondents disagree with being given an opportunity to be involved in the administration of the RDP housing process, however 14% seemed to have been or is active in the administration of the housing processes even though based on the previous question they do not feel the process is transparent enough perhaps on the up structural level.

STATEMENT 12: The housing caters for all cultural backgrounds.

Response: South Africa is a very diverse country and with poverty affecting all the different races, however it is also crucial for government to take into account the difference in the cultural background of its citizens when providing services and this question was in order to find out if the RDP housing recipients felt that their cultural backgrounds are catered for and taken into account when receiving service delivery. Below is figure 5.19 showing the obtained results on the statement about the cultural background of the respondents.

Figure 5.19; The housing caters for all cultural backgrounds.



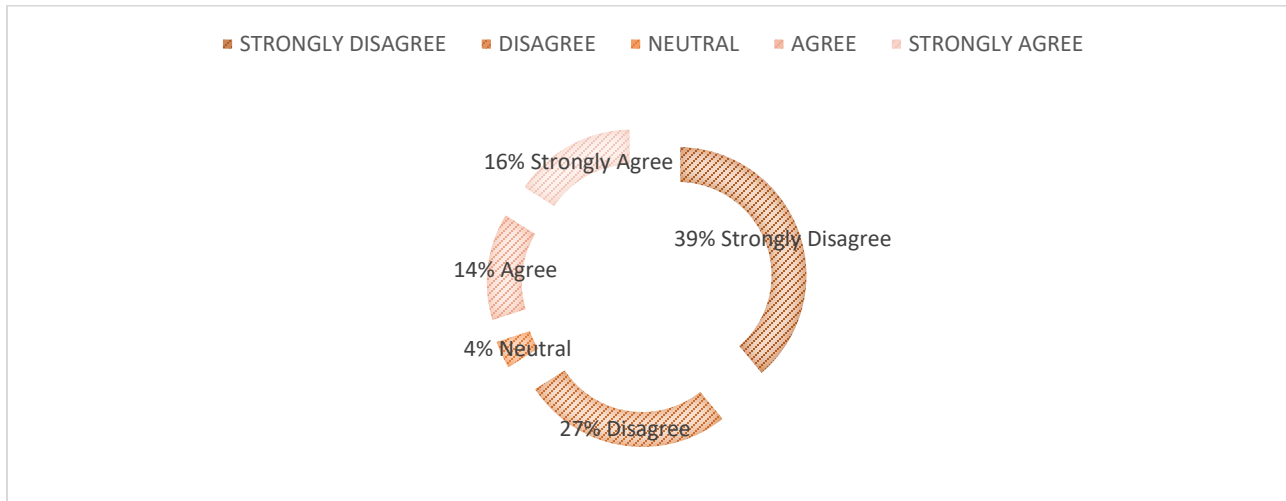
Source: author's own construction

The RDP programme was established to benefit South African citizens despite their racial and cultural backgrounds. For this question the respondents were asked as the main recipients of the RDP housing scheme if the setup does take into account their cultural backgrounds, 61% and 32% of the respondents strongly disagreed with the question while 7% were neutral in the response. We can assume that the reason for this response is that all respondents come from a black African background and their reasons for the response is that as the black African community they do not have adequate privacy to conduct their cultural ceremonies and other cultural activities.

STATEMENT 13: Community is encouraged to continuously engaged in the RDP housing process

Response: Community involvement is the most important thing when working within the community as that will yield better result and prevent any unnecessary conflicts. This statement was imposed to the recipients in order to find out if the community felt included in the process of the RDP housing process. Below is figure 5.20 showing the obtained results on the statement about the sense of involvement in the RDP housing processes.

Figure 5.70; Community is encouraged to continuously engaged in the RDP housing process



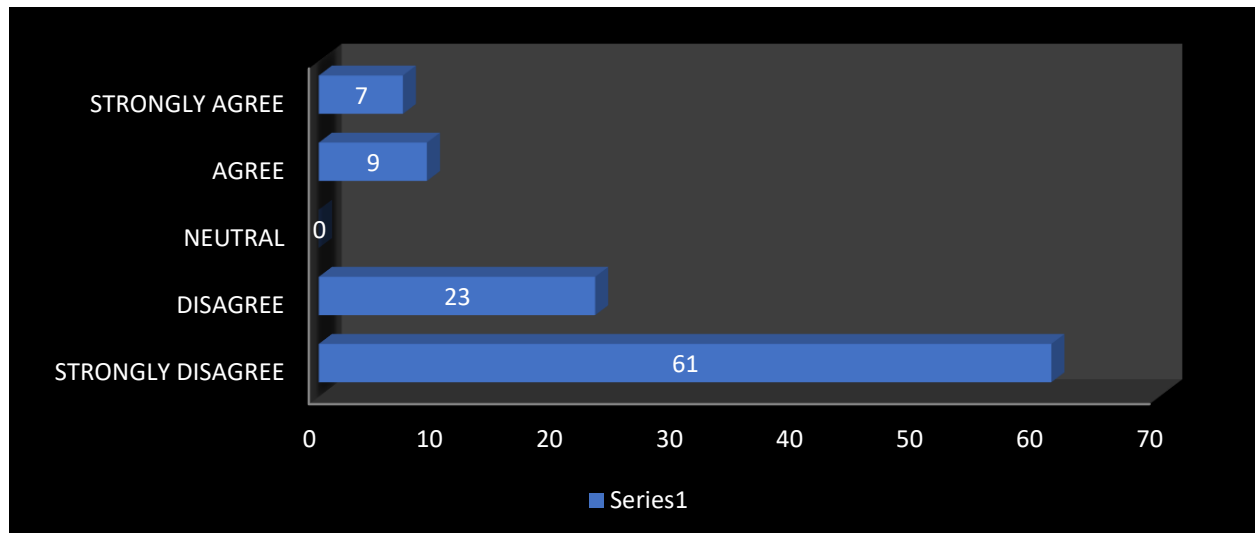
Source: author's own construction

For this statement 39% of the 27% feel that not much is done by their community leaders to encourage them as the community to fully participate in the overseeing of the RDP administration and allocation processes. 16% and 14% seem to differ with the sentiments that not much is done to encourage the community while 4% were neutral in their responses. This is a result of the community leaders being from different political parties hence it is difficult to get neutral volunteers without political affiliation.

STATEMENT 14: Most community members are happy with RDP housing

Response: The statement was meant to be a survey in order to find out if the RDP housing recipients are happy with their housing. Below is figure 5.21 showing the obtained results on the statement about the sense of involvement in the RDP housing processes.

Figure 5.81; Most community members are happy with RDP housing



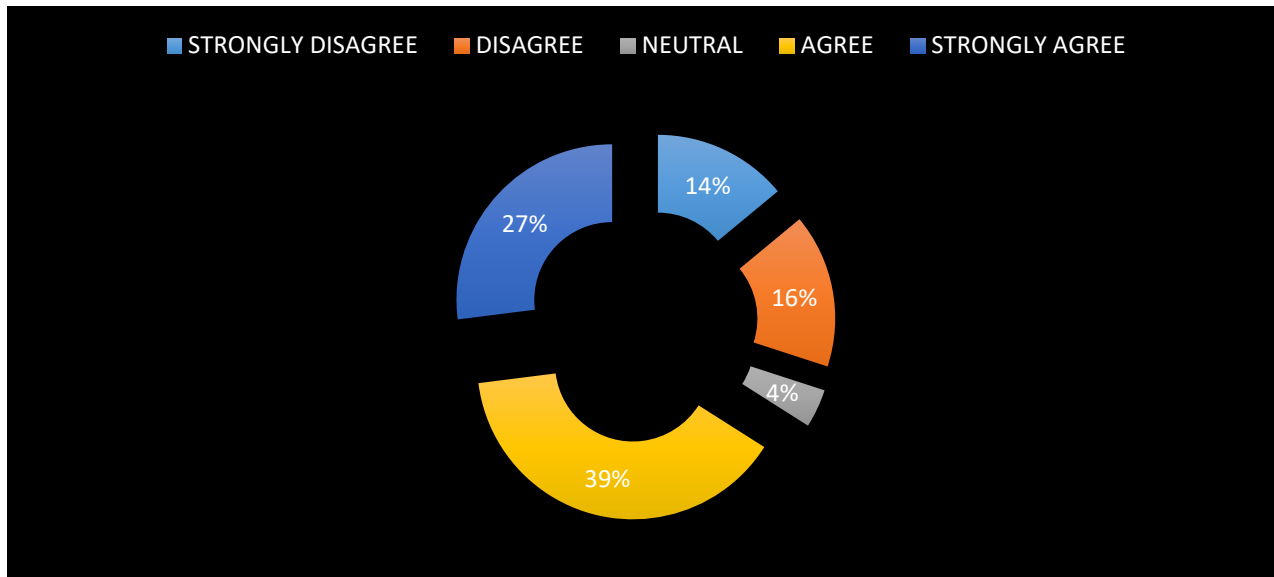
Source: author's own construction

Majority of the respondents which is 61% and 23% have responded with a huge dissatisfaction regarding the RDP housing provided to them, 9% and 7% seem to be happy with their housing. There may be many reasons that RDP housing recipients are not satisfied and amongst the many reasons is the size of the housing which is also mention in this study as well and the poor quality of the housing as well.

STATEMENT 15: The environment is conducive for children upbringing.

Response: This statement was imposed on the respondents because it was important to try and find out if the environment within their RDP hosing was conducive enough for the upbringing of their children. Below is figure 5.22 showing the results on the statement about the environment and the upbringing of children of the RDP housing beneficiaries.

Figure 5.92; The environment is conducive for children upbringing.

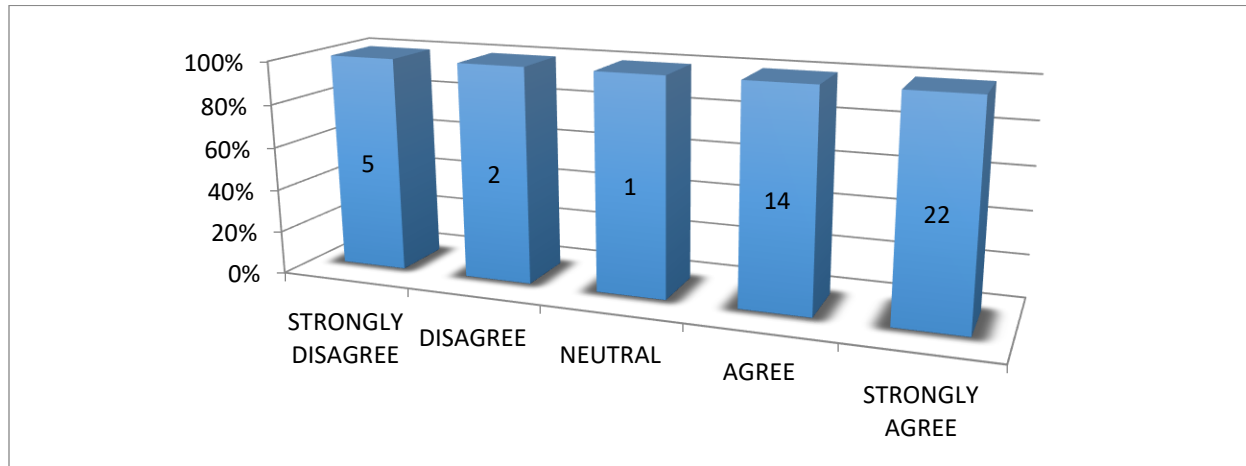


Source: author's own construction

For this statement 61% and 23% of the respondents feel that the RDP housing setting is not a good environment to raise their children and this could be as result of not having enough space or private yard to monitor their children. However, 9% and 7% of the respondents feel that their children are in a very good environment, the reason for such sediments could be that the RDP housing much better than raising their children in the informal settlements.

STATEMENT 16: The RDP housing system needs review.

Response: It is no secret that not every recipients of the RDP housing is happy and content with the system of the RDP and judging from the above results there seem to be many issues and concerns surrounding the RDP housing system and for this reason this statement was imposed on the respondents. Below is figure 5.23 showing the obtained results if the RDP recipients felt that the RDP system needed to be reviewed.

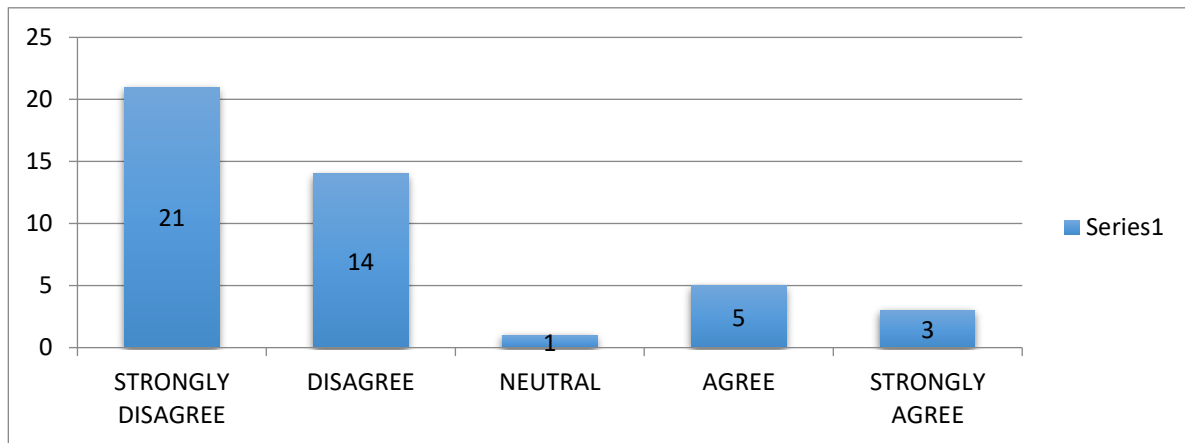
Figure 5.103; The RDP housing system needs review.

Source: author's own construction

The reason for this question was to find out the satisfaction of the recipients about their houses, by virtue of the responses regarding this question it is obvious that the RDP housing recipients are not fully satisfied with RDP housing system hence 50% and 32% agreeing with the fact that the housing system definitely needs review, 11% and 5% seem to be very satisfied with the RDP housing system while 2% were neutral in their response. This response proves that there is still a lot more to be done with the RDP housing system in the country and the respondents feel that another system can do better than current RDP housing.

STATEMENT 17: The housing registration is effective

Response: Part of the main concerns which often lead to community unrest and protest is corruption during the RDP housing registration and as well as allocation, this is mainly caused by the few people who manage the registration and who are not transparent enough which often lead to graft, in this statement the aim was to establish if the respondents were happy with the housing registration process. Below is figure 5.24 showing the obtained results obtained towards the feeling of the respondents regarding the registration process.

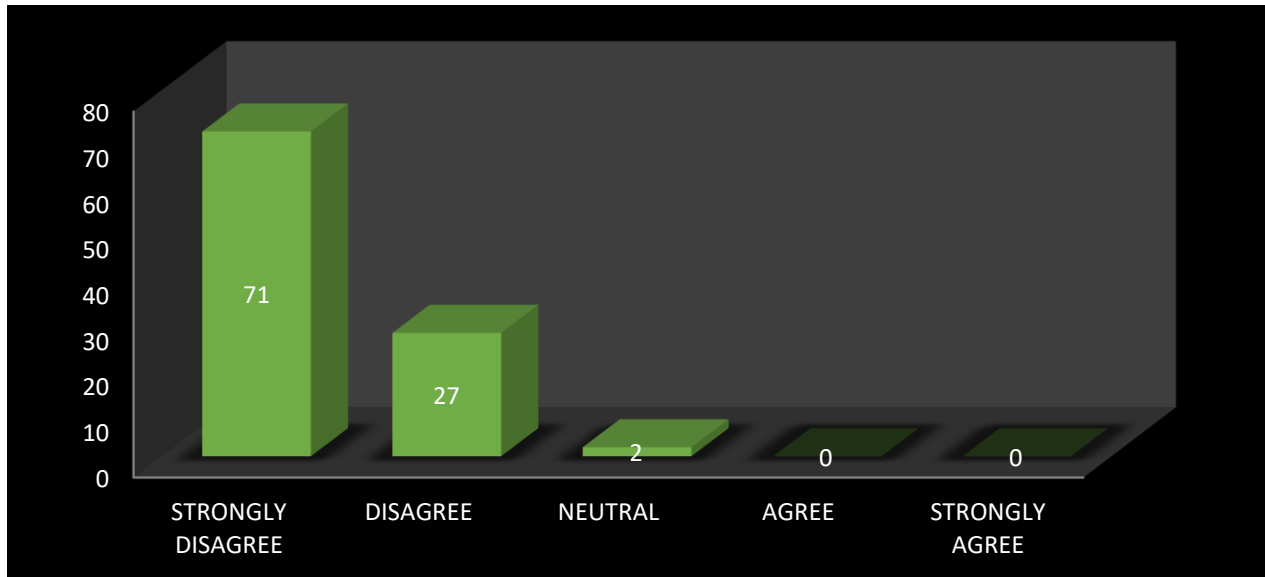
Figure 5.24; The housing registration is effective

Source: author's own construction

The RDP queuing or waiting times regarding RDP housing is deemed to be amongst the many factors which frustrates poorest South Africans without housing which also contributes to many services delivery protests in the country. The above question seeks to get more knowledge regarding the first time housing registration processes. 48% and 32% of the respondents expressed their dissatisfaction regarding the registration process with attempting to acquire RDP housing. 11% and 7% did not experience any challenges during the registration process while 2% were neutral in their response. The above responses show that there is a lot of unhappiness during the RDP housing registration process and it often lead to corruption and the sale of the housing to people who are not registered

STATEMENT 18: Our local government is doing enough to address housing shortages.

Response: After 23 years of the establishment of the RDP system many more residents are still without housing and the number keeps growing each year, this statement was asked in order to get the opinion of the recipients regarding housing provision as whole in South Africa. Below is figure 5.25 showing the obtained results from the opinion of housing recipients regarding the efforts of government regarding housing provision

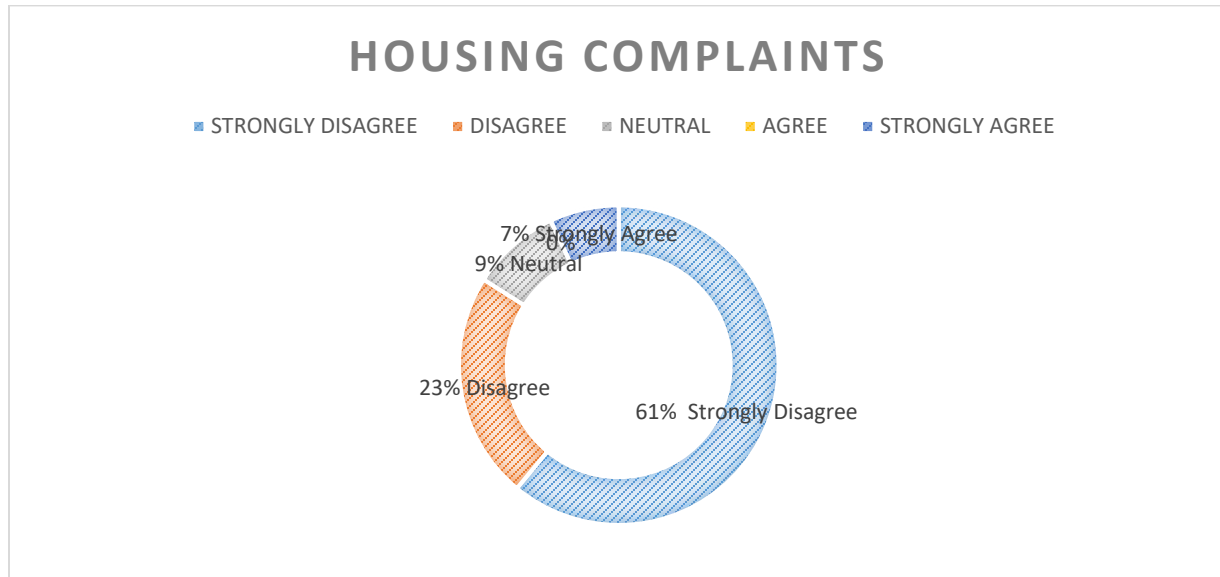
Figure 5.115; Our local government is doing enough to address housing shortages.

Source: *author's own construction*

The majority of the respondents which are 71% and 27% disagree with the sentiments that the local government is doing adequately to address the scarcity of housing, while 2% were neutral in their response. With regard to this response it is obvious that the residents within Kwa-Langa feel the need for more housing to be delivered by their local government and feel that government can do more to provide housing for all local and national government.

STATEMENT 19: Complains about the quality of housing are well addressed

Response: The quality of housing for the RDP housing has been widely criticized for poor quality regarding different defects that are encountered by the recipients, this statement was asked in order to hear the opinions of the recipients regarding their complaints if they are adhered to and addressed accordingly. Below is figure 5.26 showing the obtained results from the opinion of housing recipients regarding their complaints of any defects encountered by the recipients.

Figure 5.126 : Complains about the quality of housing are well addressed

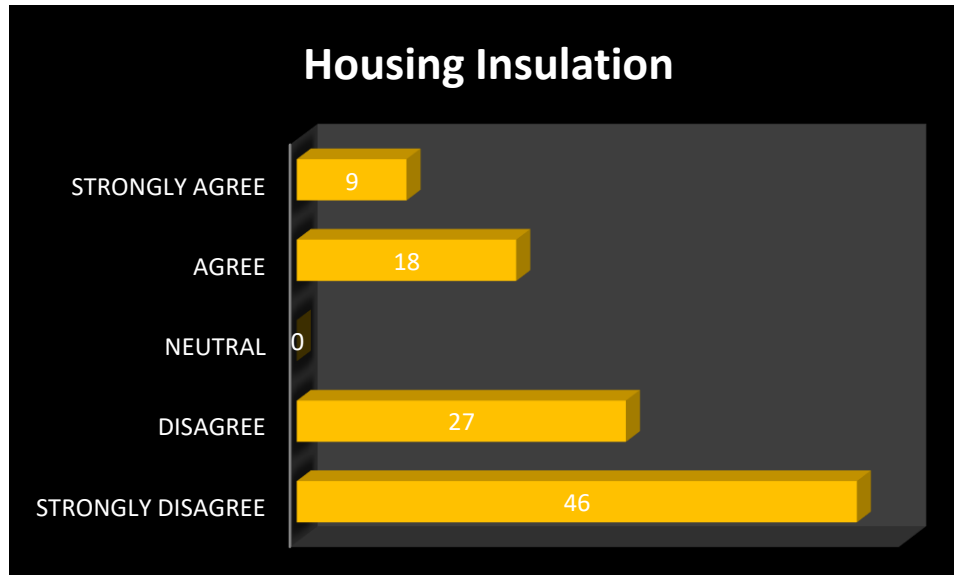
Source: author's own construction

Quality is amongst the most crucial factor when building a house, especial to ensure the safety of the recipients. In this research the RDP housing recipients were questioned regarding their satisfaction about the houses they have received and if their complaints regarding quality are well addressed. 61% and 23% of the respondents feel that their complaints are not adequately addressed while 9% remained neutral in their responses and 7% are satisfied with the handling of their complaints.

STATEMENT 20: My house is adequately insulated (warm) for winter.

Response: The safety and quality standards is imperative when it comes basic housing and for this reason this statement was imposed in order to get the views of the recipients if their housing is conducive in winter. Below is figure 5. 27 showing the obtained results from the opinion of housing recipients regarding the housing insulations.

Figure 5.137: My house is adequately insulated (warm) for winter



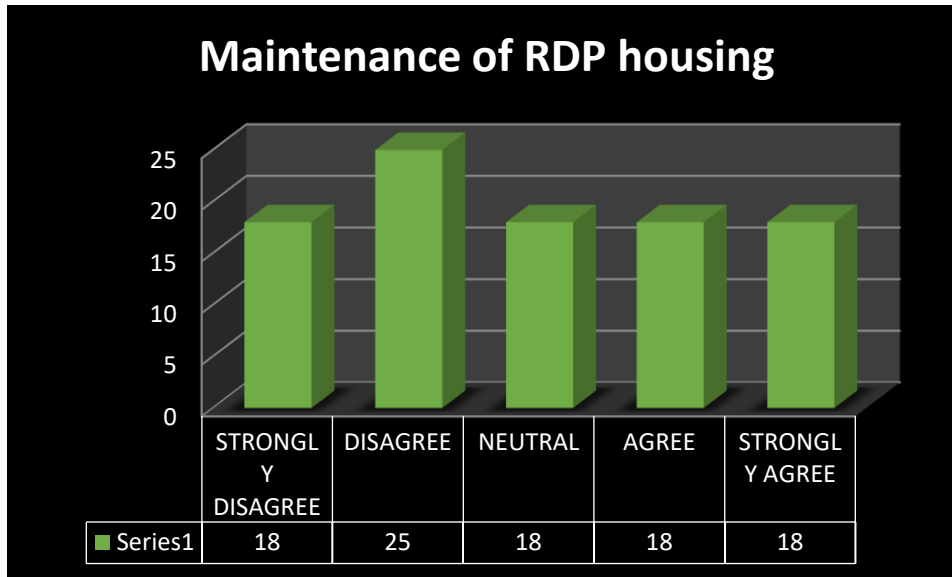
Source: author's own construction

The majority of the respondents which is 46% and 27% are not satisfied with the insulation of the housing, while 18% and 9% is happy with the insulation and feel warm in winter. According to the above findings it is clear that the recipients feel cold in winter and have to invest in heaters in order to keep warm which also a risk of causing fire.

STATEMENT 21: The houses are cheaper to maintain

Response: The main purpose of affordable housing is to also take into account maintenance issues hence RDP housing is meant for low income earners. This statement was imposed in order to find out if the recipients found it cheaper to maintain their RDP housing. Below is figure 5.28 showing the obtained results from the opinion of housing recipients regarding their housing maintenance.

Figure 5.28: The houses are cheaper to maintain



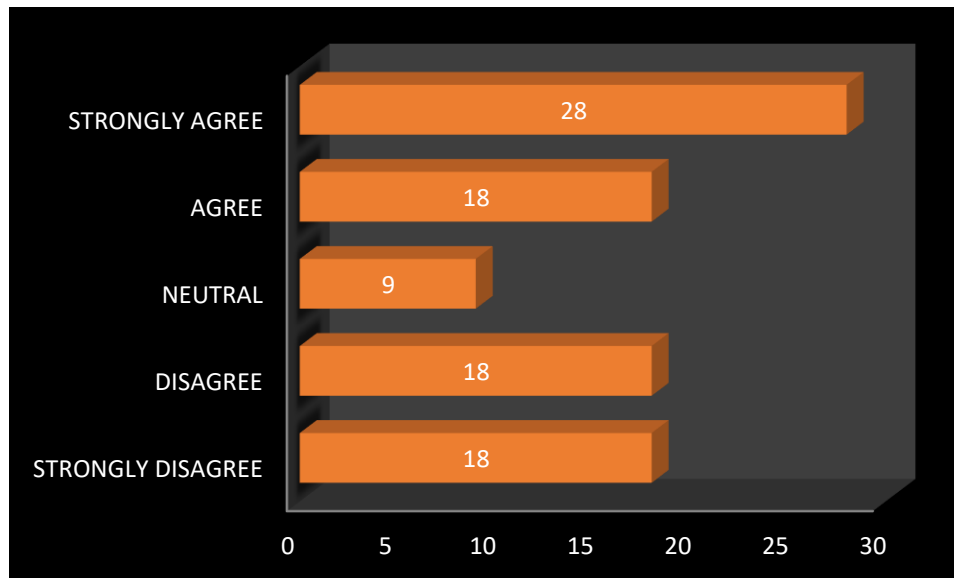
Source: author's own construction

This question was asked because in the case of any defects that they encounter by the recipients, is the maintenance affordable for them, 25% and 21% of the respondents feel that the cost is too high when it comes to maintaining their housing, while 18% and 18% felt that they can manage to maintain their houses and can afford the costs, while 18% were neutral in their response. This question is based on the facts that in the case that the local government is not responsive and residents wish to use their own money to maintain their houses themselves.

STATEMENT 22: The location of my house provides easy access to amenities (Town, bus stop, school, Health facility etc.)

Response: The RDP housing was designed for the low earners and many factors have to be taken into account such as the location. Location is everything in any community because it contributes a lot to the wellbeing of the residents and for RDP housing the location is very fundamental in the sense that it does not financially strained because of poor location. Below is figure 5.29 showing the obtained results from the opinion of housing recipients regarding the location of their RDP housing.

Figure 5.29: The location of my house provides easy access to amenities (Town, bus stop, school, Heath facility etc.)



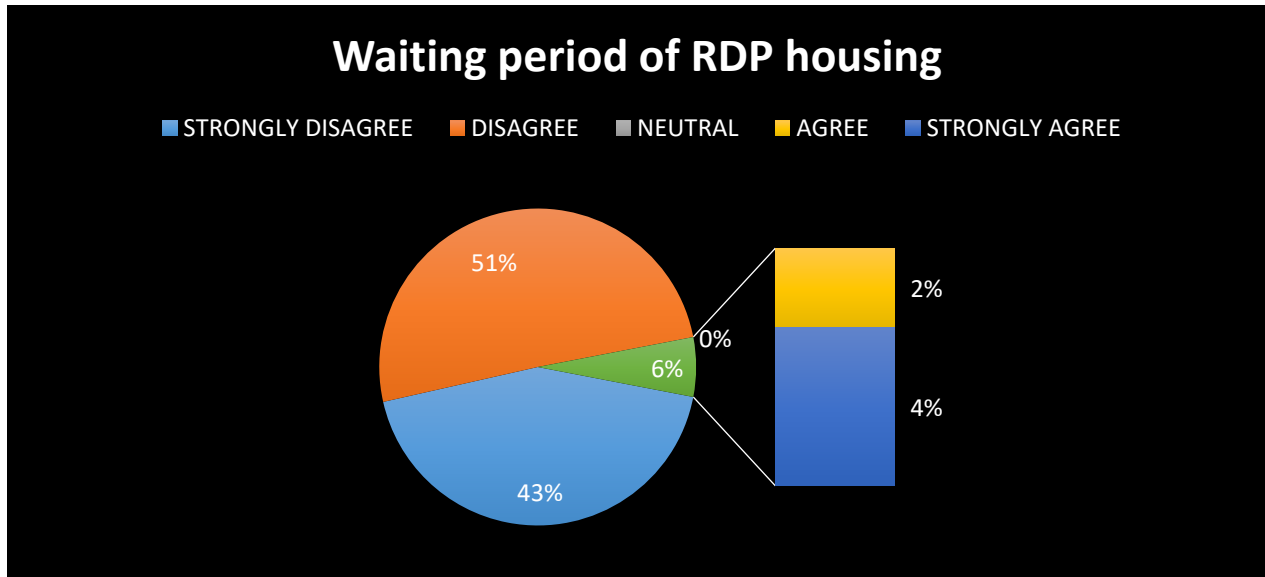
Source: *author's own construction*

For the above question the residents of the Kwa-Langa (75%) feel that they are close to all the critical amenities (Town, bus stop, school, Heath facility etc.) are happy.

STATEMENT 23: The waiting period of allocation of houses is reasonable.

Response: The waiting period of the RDP housing post construction has made headlines on the news and has caused protests and unrest within the affected communities and for this reason this statement was imposed on the recipients in order to find out if they had encountered any problems regarding the allocation of housing. Below is figure 5.30 showing the obtained results about the waiting period of the recipients post construction to be allocated their housings.

Figure 5,30: The waiting period allocation of housing reasonable.



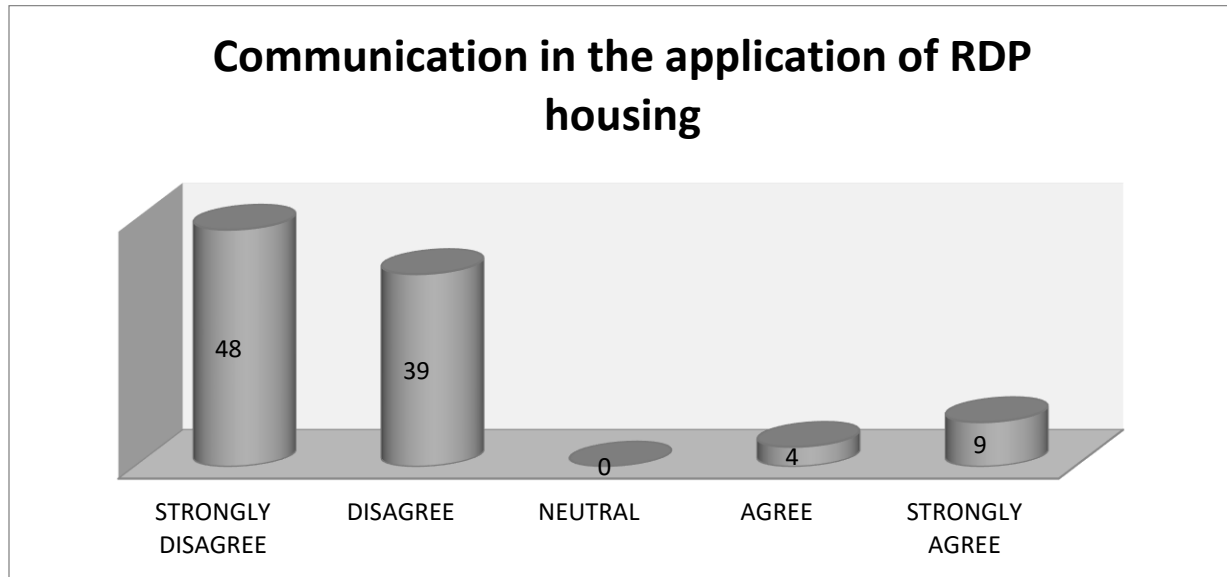
Source: author's own construction

For this question 43% of the respondents strongly disagree and 50% of the respondents also disagree with the sentiments that the waiting period for the allocation of the RDP housing is reasonable. 5% and 2% on the other hand were happy with the waiting period and there was a neutral response. It is evident that the housing recipients are not happy with the allocation and the waiting period of the RDP housing post construction and this in turn creates a lot of mistrust between the residents and the local government which often leads to unrest and corruption.

STATEMENT 24: The Application for housing is easy and well communicated

Response: Communication is the most fundamental instrument especially when working with the community because this often leads to unnecessary misunderstandings, this statement was imposed on the respondents because it is important to understand their feelings regarding inclusion in the RDP housing processes. Below is figure 5.31 showing the obtained results about their RDP housing processes inclusion and engagement.

Figure 5.14: The Application for housing is easy and well communicated



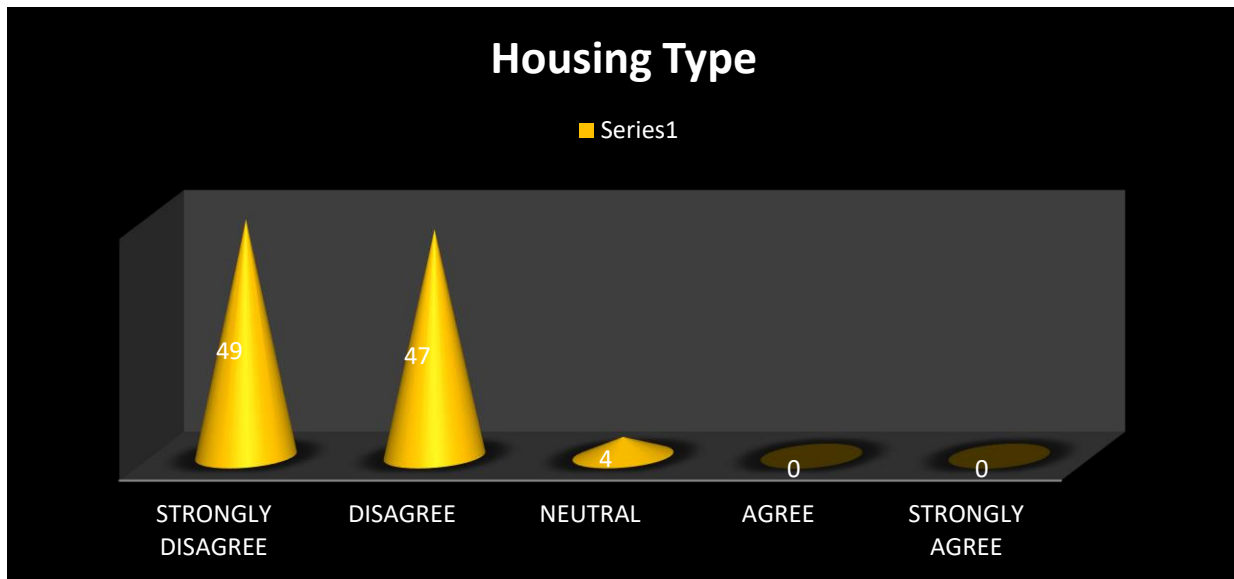
Source: *author's own construction*

48% and 39% of the respondents feel the applications for RDP housing is not well communicated, while 4% and 9% feel that the registrations process is easy and well communicated. Judging from these results it is clear that communication is a crisis when it comes to RDP housing processes and with such disappointments from the recipients its needs to be improved.

STATEMENT 25: Multiple flat units are preferred over stand-alone units

Response: Land ownership and tenure is a huge problem especially within the black community where 74% of the land is owned by white citizens and 5% owned by the black community, this statement was asked in order to find out which type of housing respondents preferred over the other. Below is figure 5.32 showing the obtained results about their RDP housing processes inclusion and engagement.

Figure 5.15: Multiple flat units are preferred over stand-alone units



Source: results from this research

49% and 47% of the respondents do not prefer multiple flat as RDP housing while 4% were neutral in their responses. This is evidence that poor South Africans want land tenure and ownership but the lack of the political will is unable to assist in the realizations of these dreams.

SECTION C OPEN ENDED QUESTIONS

This section focused on open ended questions, which opened a type of discussion by asking the recipients to indicate certain information. The request for this specific information was based on the premise that some of the responses to the questions above needed some clarification. This helped to identify certain aspects that may not have been included in the research first 2 sections of the questionnaire that was used. All similar / related responses were put together (grouped under one theme / subject), and the most frequent similar responses are recorded below. The 10 most frequent responses are recorded in descending order (highest to lowest) as they appeared on the questionnaire (Section C –OPEN ENDED). Of particular interest was the fact that the responses were largely “uniform” suggesting the respondents’ characteristics as being representative.

Table 5.1; State at least five (5) things you like about your RDP house

1	At least I no longer stay in a house made of cardboard and wood which was painful especially when it rained in winter
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2	I no longer have problems of a home that will burn and property is lost and people die just because we are poor
3	Staying in a brick house that I can paint and keep my property safe from rain, fire and people who break in.
4	It gives me dignity and so I can invite friends and relatives to visit even though the house is very small but it is smart
5	I never thought I could own my own home made of bricks and with a roof that does not fall in when it rains a lot
6	I have a place to leave for my children whether I die or I go back where I came from before coming to look for a job here
7	I can sit in my house without people seeing me and I can come out and sit in the sun when it is not too cold
8	This is the South Africa of our dreams that our parents and us also fought for since we were treated badly in our land.

The responses in a sense revealed the excitement that the people had about being able to own their own house made of cement and mortar. Possibly in line with the constitutional obligations that people needed to be allowed a place to stay as a means of restoring their dignity back to them (Terminski, 2011: 219–241). Since most of the residents were either formerly excluded from owning houses or migrated from places where they did not own houses, having a house appeared to be a great achievement for them. Du Toit (2010: 111-128) posits that the apartheid legacy would take long to redress if the current government goes at this pace since the construction rate is below both birth rate and migration rate.

Table 5.2; State at least five (5) problems you have about your house

1	You cannot have privacy from your children because the place is small and they hear everything you may do in your bedroom
2	My teenage boys and girls have no privacy – boys sleep in the sitting room but keep their cloths in the room for girls
3	There are serious cracks in these houses on the walls and the gaps continue to increase in size, we have to put cement mortar in the cracks
4	The floor and the walls at the foundation get wet, there is moldings that takes place in the houses along the walls especially when it is rainy season
5	Toilets are so small and close to the doors - its difficult sometimes to help yourself in privacy because everyone will hear

6	My in-laws cannot visit because there is no space and each time I have to organise a place for them with a cousin at the old location
7	There is no space for furniture so you stay crowded all your life in these small rooms not meant for people with children
8	It's too near to my neighbours you hear everything they do there and there is no space between our houses
9	It is not the same quality with the old homes in the older houses of this township built by the whites
10	We do not have title deeds for these houses even though they were given to us by the government our names don't appear

Presumably because most would have migrated from the rural settings where there was land and space allowing them for much. In these “colonies” land was an issue and the government had to make do with the little there was and accommodate as many people as possible (Cross, Seager, Erasmus, Ward and O'Donovan, 2010:1-20). The general life style appears (given by the tone of the responses) to be different from the “norm” in that they feel that they are crowded and not have space. Comparison was made constantly with the older homes built in the apartheid era which had slightly more space compared to the RDP colonies (Naidoo, 2010:129-141). The houses, though built of cement, brick and mortar, they have exceeding little space occupying (in instances) a total of 20 metres ground for the size of their families. Reports have constantly indicated also that most of those houses needed repair, and more money has been lost on renovating the new houses (Mangayi, 2017: 450–467). Money of which should have been spent towards building of new RDP houses and for procurement of more land.

Table 5.3; State at least five (5) things you could have done differently if you were the government in this case.

1	Build big houses for people so that they can stay with their other family members who come here to look for work
2	Stop giving the foreigners these houses because they have their own houses from their own governments yet they come here
3	Build houses for people on large land so people can built flats to rent out to other people who do not have houses
4	Build many houses and give them to all the people who need places to stay like those in the informal settlements

5	Build schools and clinics near the RDP houses to provide quality services for the people of the area to live like other citizens.
6	Build rented space for shops so that the people can buy their food and other requirements near their places of residence.

Inevitably the expectation of the respondents is that the government should have built large houses considering that they have large families. This may also include extended families as that is more a cultural practice allowing for those with (within the large family) to assist those who may not have enough (Bulik, (2010:1-20)). Much was said from which the government may need to analyse and consider, except that most of the respondents may not understand the dynamics around land availability. Lee and Blitz (2016:381-390) observed that the cities were built with intentions of limiting the number of people to stay in them and a policy to discourage urban migration. On the other hand, the reality is that as the population increases the land increasingly becomes smaller per capita, and the inability to build new towns and cities increases crowding in the existing cities. Njwambe, Cocks and Vetter (2019: 413-431) posits that the mass movement of people relocating into urban centres was underestimated from the beginning and that these housing projects are not on the municipality budgets. The arrival of these urban migrants therefore puts a strain on the government in relation to availability of inelastic resources like land (Metcalf, 2010:20-39).). Municipal budgets are done on the basis of the situations current, and the sudden arrival of urban migrants may be difficult to address. There is no information also on whether they have come to stay or may they move to other places depending on where opportunities arise.

CHAPTER SUMMARY

The data collected and analysed provided enlightening information, other issues had already been published either by the press or findings by researchers. For all that the researcher knows, there has never been an academic or other form of research on this colony in Langa. Be that as it may, research might have been conducted by other institutions, individuals, etc on other RDP schemes in other cities throughout the country. Generally speaking the accommodation, though appreciated, has many flaws as indicated by the responses to the different questions and statements. Clearly the decision on the housing project, specifically the size, the damp walls the poor sanitation are of

concern to the recipients of this goodwill accommodation facility. A summary of the findings together with the conclusion and recommendations is provided in the next chapter (6) which is the last chapter summarising the whole study.

CHAPTER 6

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

6.1 INTRODUCTION

The aim of the previous chapters was to give a depth overview and learning more about the study and meeting the objectives for the research topic: “**An evaluation of the acceptability by recipients of RDP housing projects in the Langa district of the Cape Metropolis.**” The RDP houses have received much of negative publicity in many quotas, too often no information has been from research. The objective here was to ascertain that these respondents, given a different setting and circumstances, may have a different view. These respondents have generally migrated (predominantly from the Eastern Cape) seeking for better opportunities than what they have in their province. Musemwa, Muchenje and Mushunje (2015:647-655) opine that the Eastern Cape is the poorest province in the country with levels of poverty upto 70%. This position is confirmed by further research by Kuruneri-Chitepo and Shackleton (2011:247-254) who established that the levels of poverty in the province from which the majority of the migrants came caused the movement to other provinces. The study objectives sought to establish their levels of satisfaction, and the extent to which they accepted the RDP houses when there was so much negative publicity about these houses.

6.2 SUMMARY OF THE PROCEEDING CHAPTERS

Chapter 1; the study was introduced giving an overview of the whole study and also the problem statement of the study and followed by the research objectives, research question, research design and methodology, data collection methods and ethics.

Chapter 2; was exploring the background of the whole RDP policy system, its advantages and disadvantages.

Chapter 3: In this chapter different countries housing policies were explored and reference were made from China and Brazil.

Chapter 4: in this chapter the type of research method is explained starting from research design, methodology, data collection methods, construction of the research instrument, and data collection methods.

Chapter 5: This chapter dealt with the data collected from the sampled population who responded: data cleaning, data editing, data coding with the aid of Microsoft excel, data capturing from the respondents and data analysis and interpretation.

Chapter 6: in this chapter; the summary of the finding is discussed where conclusion is made judging from the data collected and recommendations are suggested.

6.2.1 SECTION A – BIOGRAPHY

In this section of the questionnaires the suitable respondents are scouted in order to ensure that the correct targeted group is involved as respondents, therefore giving the responses more quality and adhering to the objectives of this study.

QUESTION 1; to which population group do you belong? The demography of the respondents was interesting as the expectations of the researcher were to research in a purely African population. It was surprising to find that Coloureds (27%) were amongst the residents of this traditionally black township, blacks comprised of 73%.

Conclusion; It can be generalised that the two racial groups previously separated by the apartheid laws lived together and shared the same sentiments.

Recommendations; Future studies should focus should be stratified along racial groupings since they have a different upbringing and presumably different experiences in the RDP residences they had.

QUESTION 2; what is the gender of the respondent? The gender structure of the respondents comprised of males 44% and females 56% in total, all the respondents replied to this.

Conclusion; The gender mix was ideal for generalisation purposes and helped present both views of the genders, if ever there were different views.

Recommendations; It may be interesting to stratify the population along gender and develop two gender specific questionnaires that may address specific aspects relevant to the gender. This may allow for in-depth understanding of the different gender perceptions.

QUESTION 3; Where do you reside – RDP or standard houses? The RDP houses are separated by a street from what is referred to as the Old Location. These people belong to one community and they mingle freely. It was necessary to confirm where each responded stayed, 20 questionnaires were discarded because the respondents did not stay in the RDP section.

Conclusion; The apartment strategy for RDP housing was to maximise land use since land was scarce, highrise buildings accommodate more people.

Recommendations; More of these high rise buildings are necessary to contain more people in a limited space, preferably large houses to accommodate large families.

QUESTION 4; Number of years living LANGA Township

The respondents indicated that, 15% had lived in Langa for 5 years or less, 17% had lived there for 6 years – 9 years, 23% indicated 11-15 years with 19% ranging from 16-20 years and 26% for 20 years and above.

Conclusion: it is concluded that generally the people interviewed qualified because of their long periods in the area, thus making the findings reliable.

Recommendations; The government should devise methods to accelerate construction of “homes” for these people who end up living in sub-human informal settlements waiting for an RDP house.

QUESTION 5; How long have you had an RDP house?

Those living in these dwellings for 10 years or more totalled 100%, suggesting that they been dwelling in this colony for a minimum of 10 years.

Conclusion: The respondents were eligible to provide correct and most probable and on this basis the information provided was reliable.

Recommendation; The government can use these beneficiaries more often to gather information on all possible areas to be used as lessons learnt for future projects.

QUESTION 6; what is the biggest problem with your RDP house?

Since the study objective was to measure levels of acceptability of the RDP housing scheme in this township, knowing the main problem per every respondent was deemed important.

Conclusion: The one problem cited by 60% was the size of the houses, low quality windows at 23% with poor sanitation at 17%. Evidently the accommodation is too small for normal dwelling.

Recommendation; the government needs to review the decision on the decision to have that small size as being adequate accommodation for the poor. The houses need to be built according to the traditional national standards with care on the windows and sanitation.

QUESTION 7; recent monthly income (for entire household)

RDP housing is meant to benefit those with low income (figures have shifted through out the years) and that any earnings above the minimum led to the disqualification of individuals. The current acceptable income is R7 500 per household.

Conclusion: Respondents indicated that 77% earned below R5 500, with 23% earning above R5 500, poverty levels are high in the colony. High unemployment in the country also means increased poverty, thus these residents are caught in the poverty trap.

Recommendations; The government may need to establish technical skills training centres to assist some of these poor people acquire technical skills and improve employability.

6.2.2 SECTION B: THE LIKERT SCALE

The Likert scale specifically sought to measure, on a scale, the thinking of the respondents, considering the objective of the research. There is to date, criticised of the RDP scheme country wide. The scale ranged between 1 – 5, 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree and 5 = strongly agree.

THE RDP HOUSING RECIPIENT'S OPINIONS REGARDING RDP HOUSING.

Please rank the importance by crossing the most applicable, 1 - least to 5 – most applicable.

		Strongly disagree	disagree	Neutral	Agree	Strongly Agree
1	The size of the RDP house is acceptable	71%	18%	11%	0%	0%
2	Walls of your RDP house in good condition	7%	11%	30%	36%	16%
3	The RDP housing sanitation is of good quality	25%	41%	20%	41%	0%
4	The rooms are enough for the whole family	40%	35%	15%	10%	0%
5	The yard accommodate future extension	0%	2%	18%	32%	48%
6	All RDP related complaints were attended	18%	30%	11%	36%	5%
7	Ward councillors give feedback to community	29%	64%	7%	0%	0%
8	The paint work meets quality requirements	49%	28%	16%	7%	0%
9	There is enough space between neighbours	80%	20%	0%	0%	0%
10	Housing allocation is fair and transparent	67%	33%	0%	0%	0%
11	Residence help with RDP administration work	52%	16%	18%	14%	0%
12	The housing caters for different culture.	61%	32%	7%	0%	0%
13	Residents engage in RDP house planning	39%	27%	4%	14%	16%
14	Residence are happy with these RDP houses	61%	23%	0%	9%	7%
15	The habitat is good for bringing up children	14%	16%	4%	27%	39%
16	The RDP housing system needs review	11%	5%	2%	32%	50%

17	Is the housing registration effective	48%	32%	2%	11%	7%
18	Government is addressing house shortages	71%	27%	2%	0%	0%
19	Complains about quality are well addressed	61%	23%	9%	0%	7%
20	The homes are insulated (warm) for winter	46%	27%	0%	18%	9%
21	Are the houses cheaper to maintain	18%	25%	18%	18%	18%
22	The location gives easy access to amenities	21%	20%	9%	20%	30%
23	The waiting time to get a house is reasonable	43%	50%	0	2%	5%
24	Application for a house is well communicated	48%	39%	0	4%	9%
25	Highrise units are preferred to stand-alone units	52%	43%	5%	0	0

STATEMENT 1: The size of the RDP house is acceptable.

Conclusion: The respondents strongly disagreed suggesting that the size of the houses is not acceptable to 88% of the respondents.

Recommendations; the government needs to of necessity research on average family sizes and provide accommodation mindful of creating future ghettos that may become a government problem in the later years.

STATEMENT 2: The walls of your RDP house in good condition

Conclusion: Walls may even imply the thought of a house collapsing on the inhabitants, and this has been stated in the press since the RDPs started. Surprisingly only 52% had problems with the walls and 30% were indifferent. The complains about the problem may have been exaggerated.

Recommendation: If all constructions adhered to the Construction Industry Development Board (CIDB), and inspectors employed to enforce the standards, risk free houses could be built.

STATEMENT 3: The RDP housing sanitation is of good quality and standard

Conclusion: A high percentage of respondents (66%) indicated that they were not happy with the sanitation, a ¼ of the respondents were indifferent / neutral about this.

Recommendation: The role of maintaining the quality should be given to the CIDB and this must be enforced through use of inspectors.

STATEMENT 4: The number of the rooms are enough for the whole family

Conclusion: The poor generally have large families, and 75% of the respondents disagreed with the statement, clearly stating that the space provided is not adequate for family needs.

Recommendations: More land should be procured, and an increase in high rise buildings may assist, but development of new towns may be a better alternative to reduce urban migration.

STATEMENT 5: The yard / structure accommodates future extension

Conclusion: The structure of the accommodation is largely high rise and therefore has no space for expansion, with 93% stating that their RDP benefit ties them to these small houses for the rest of their life.

Recommendations: the government should seek and allocate enough land that will see RDP housing recipients having enough land or build large 3-4 bedroomed homes in which the families can fit.

STATEMENT 8: Does the paintwork represent all quality requirements?

Conclusion: 77% of the respondents feel that the paintwork is not up to standard and that more should be done to improve the quality of paintwork.

Recommendations: It is recommended that paint quality standards should be set in the building process and enforced and in turn monitored, the CIDB needs to be involved before handover.

STATEMENT 9: There is enough space between neighbours units

Conclusion: none of the respondents agreed or were neutral in their response, 100% of the respondents disagreed with statement, utterly rejecting the statement.

Recommendations: Nothing can be done with the present accommodation, future housing programs should take this into consideration.

STATEMENT 10: Is the allocation of housing fair and transparent

Conclusion: Total rejection -the allocation process, 100% rejection, there is no fairness nor transparency.

Recommendations: The allocation system needs a relook and consequence management should be used to restrain employees from malpractices.

STATEMENT 11: The community members' are involved RDP administration work

Conclusion: No, was the respondents position (68%) suggesting that they are not involved in the processes, 1/3 were neutral.

Recommendations: Consulting the stakeholders may help in mitigating the impact of poorly conceived housing plans before the construction. This may assist in stamping out corruption before it takes place.

STATEMENT 12: The housing caters for different culture.

Conclusion: An overwhelming 93% rejected the statement as incorrect, suggesting that the program does not consult nor does it take into consideration the cultural values of the recipients.

Recommendations: The construction of these RDP accommodations should take cognisance of the cultural values of the targeted recipients for the sake of future stability.

STATEMENT 13: Community continuously engaged in the RDP housing process

Conclusion: The majority (66%) of the recipients strongly feel that there is very little engagement with the community at any stage, thus the community is not involved.

Recommendations: It is deemed appropriate by the researcher that stakeholder management should involve liaising with the recipients of these benefits to mitigate project failure.

STATEMENT 14: Most community members are happy with RDP housing

Conclusion: The recipients (84%) claim that they are not at all happy with the RDP accommodation though given to them for free. This is in agreement with preceding responses to earlier statements.

Recommendations: it is therefore recommended more effort should be put in place in order to do continuous improvement in the RDP housing system as a whole. Of course the system may not satisfy everybody but with more improvements should be in order to satisfy the majority.

STATEMENT 15: The environment is conducive for children upbringing

Conclusion: there is a general feeling of acceptance (happiness) on the environment and the prospects of bringing their children up properly. Possibly because of proximity to amenities, and the feeling of being in town considering most migrated from rural settings.

Recommendations: Possibly the government may consider erecting recreation centres (parks, community halls, etc), this was not included in the research.

STATEMENT 16: The RDP housing system needs review

Conclusion: A majority of 82% are of the view that this needs to be reviewed, obviously for future recipients as nothing can be done to the current completed project.

Recommendations: More baseline research is needed to avoid future problems with those that will receive houses.

STATEMENT 17: The housing registration effective

Conclusion: 80% of the RDP housing recipients strongly disagree with the RDP housing registration process, possibly because of absence of fairness and transparencies which often lead to corruption.

Recommendations: It is recommended that the registration process be centralized in order to ensure accountability.

STATEMENT 18: Is local government doing enough to address housing shortages?

Conclusion: 71% of the RDP housing recipients strongly disagree that government is doing enough to deal with housing shortage for the especially for the poor.

Recommendations: Involvement of the CIDB may help reduce the amount currently redirected to repairs, most of which should have been building more houses.

STATEMENT 19: Complains about the quality of housing are well addressed

Conclusion: More than half the respondents (61%) are not satisfied with handling of the defect issues that they encounter regarding their RDP housing. Poor management and possibly corruption may be the cause for these delays.

Recommendations: Again CIDB involvement is considered as key, as this will nip the carelessness or unskillfulness of the contractors in the bud.

STATEMENT 20: The housing is adequately insulated (warm) for winter.

Conclusion: There is no proper insulation (73%) in the houses, possibly because the old homes also do not have insulation since they were built in 1950s.

Recommendations: It is also recommended that certain standards should be set and enforced in order to adhere to housing building standards.

STATEMENT 21: Are the housings cheap to maintain.

Conclusion: there was no decisive response to this, suggesting that some possibly never did any maintenance, some were able to avoid. No generalisation can be made on this.

Recommendations: A separate survey on the expenses incurred since they moved to these houses may help to establish some information around this.

STATEMENT 23: The waiting period allocation of housing reasonable

Conclusion: The majority (93%) think that the waiting time is too long and unfair, it may be also to do with anxiety after they have registered for the RDP facilities.

Recommendations: It is therefore recommended that a reasonable waiting period be established and be communicated to the applicants, if possible using the Critical Path Method (CPM).

STATEMENT 24: The Application for housing is easy and well communicated

Conclusion: The applications are not well communicated (87%) while 4% and 9% feel that the registration process is easy and well communicated. It can be generalised that this is poorly communicated.

Recommendations: A stakeholder communication plan be the most ideal, and this should include with it discussions with stakeholder, project stages and phases to remove anxiety and suspicions from the applicants.

STATEMENT 25: Multiple flat units are preferred over stand-alone units

Conclusion: The generality of the respondents, 95% of respondents do not like multiple floor / highrise accommodation, while 5% were neutral in their responses.

Recommendations: It is therefore recommended that adequate land should be allocated in order to provide free standalone housing for the RDP housing beneficiaries.

6.4 SUMMARY: OPEN ENDED QUESTIONS

There are valid concerns by the recipients regarding the standards of the RDP housings, the complaints are mainly because of the sizes of the houses and the cracks and other defects that have necessitated continued repairs on the houses. Yet there is a strong appreciation for the houses, in that these beneficiaries would have no alternative except to stay in the informal settlements. Considering that these are among the poorest in the country, most of whom either don't work or have a low income, having a home they call o theirs, is a great achievement. There are lessons to be learnt though by the government in terms of the type and quality of houses, the impact on societal values and the likelihood of developing "ghettoes" for the future. Procurement of land would mean the municipality

going out of current boundaries, consequently moving further away from workplaces. This would therefore create a new problem of the same poor people, in good big houses, staying too far from working places, and thus paying more for transport to go to work. The only possible alternative would be the government (municipalities) to consider moving into more spacious but high rise buildings. There is though a general appreciation that they “at least” have a place to rest which they call their own and they call it home.

5.5 RATIONALISATION OF FINDINGS – TRIANGUALTION

Triangulation is the use of multiple methods or data sources commonly used in exclusively qualitative research to test validity. Rothbauer, (2008:892-894) explains that this is intended to develop a comprehensive knowledge base for understanding a given phenomenon. This study was not an extensive and exclusively qualitative study, infact it is largely quantitative. The researcher indicates that this is ideal specifically for research that involves research and may not be quantifiable. Joslin and Müller (2016:1043-1056) concur and add that triangulation is most ideal where there is a use of several research methods including observation, intrinsic biases with problems coming from single observer and single theory studies. This current research does not involve any of the situations to do with subjective unquantifiable observations, but involved the use of the Likert scale which allowed for the ranking of opinions of those affected. Jamieson (2004:1217-1218) posits that the best way to analyse the Likert scale is through the drawing of charts to show the relationship between the rankings. The closest to qualitative methodology was the open ended section of the questionnaire requesting the respondents to list their concerns in reference to specific questions (requests). This allows for deciding on central points of intensity in the responses and gives an assimilated quantification of the findings. It was therefore not necessary to do triangulation. The last part of the questionnaire - open-ended questions, the answers were grouped into themes and summarised into tables as given in the preceding chapter. The items are recorded on the basis of frequency in ascending order, the least frequent appears first and the most frequent comes last in the table.

5.7 CONCLUSION

The primary objective for the construction of the RDP houses was to provide the much needed accommodation for millions who were not allowed to live in towns. There is the

sense of a sudden influx which cities (municipalities) were not prepared for, as they were planned on the basis of a limited population. The building of these houses there seem to have been more of a knee jerk reaction since the municipalities were not prepared for the sudden influx. The central government also does not seem to have calculated properly the numbers that would migrate into towns after the end of apartheid. Consequently there were no plans in place to manage the risk of influx in advance or put contingent plans in place in the event. The result was a sudden increase on informal settlements which now continue mushrooming in all corners of the country as people look for better opportunities. In the absence of better or other plans to mitigate the effects on migration on municipality resources, smaller houses became the only way out of this predicament. Provision of houses also had the intended intention to bring dignity to these people previously denied urban dwelling and opportunities to better opportunities. The demand for housing will increase, compounded by the presence of more people competing for the same limited resources, land is not elastic. Of greatest concern is the inability of the local governments country wide, to provide quality houses to carter for the many generations to come. The houses are too small, poor quality and housing will remain a critical issue marred with strikes and many service delivery protests that always seem to destroy the very service the people are looking for. The primary objective for the study was to ascertain if the beneficiaries of these RDP houses accepted the houses and were satisfied. Clearly (the final analysis), the inhabitants,

1. Appreciate the effort made by government to try and provide them with places to call homes in a town environment – dream come true, but
2. They grumble over the size of the houses that do not allow them to live comfortable as husband and wife with male and female children [2 bedrooms only]
3. Some of the walls a damp clearly as an indication of poor or none existent water proofing during the building of walls on to the foundation
4. Poor sanitation which may be an indication of poor plumbing and drainage system which make life rather uncomfortable for the inhabitants
5. Poor quality of windows which may be a result of use of wooden window frames which gather moist and increase discomfort.

All in all the beneficiaries do not accept the RDP structures that they live in except they have no choice since there are fellow citizens worse off in informal settlement. Though the government is trying to fulfil its adequate housing mandate as per the constitution, the recipients are not satisfied with the quality of these RDP units they live in.

RECOMMENDATIONS

Recommendations are suggestions for action to be taken, and in this case these are based on the findings and conclusions from the study. Specific solutions are highlighted as a means of correcting or addressing the issues where problems may have been identified. Basing on the research findings, the summary conclusions and the individual (by question by question) conclusions and recommendations, the following are proposed as a way forward from the current status.

The recommendations are classified into 4 types, involving the three [3] tiers of government, namely; the national, provincial and local governments. It should also be stated and noted in retrospect it that these citizens resort to strikes that tend to be violent and destructive. The 4 elements are, namely; quality assurance, procurement of land, and devolving of concentration of citizens into large cities, and direct employment.

1. **Quality assurance;** training of technical skills to artisan level in the skills of bricklaying, plumbing, painting, roofing, tiling, and electricity installations of citizens in general. This will provide the much needed technical skills in South Africa which depends now on foreigners and yet the country has an unprecedented levels of unemployment.
2. **Procurement of land; where possible** – land should be procured and possibly with added construction of industrial parks close to new residence that may be far from town. An integrated development plan which reduces the distance travelled to the places of work may encourage employment of people living nearby. The government should build large houses for the citizens even if it may be on rent to buy depending on the earning capacity of the individuals.
3. **Devolving of city concentrations;** it has been long since new towns were built in South Africa. Identifying economic development zones in the rural areas that can be developed into commercial and or industrial centres where more land is available. Besides, this would increase the number of urban centres and reduce one-way

migration. Agriculture should also be encouraged to enable more people to earn equally well in the country sides and reduce urban migration.

4. **Direct employment;** the different levels of government should employ the artisans directly and remove the tendering system. This will give the government (whatever level) direct access to the operations at hand and determine easily the quality required for effectively achieving the targets. The CIDB and the NHRB should be given to play a role directly on the control of quality.

Summary of the recommendations; the individuals to implement these propositions will do well to conduct a survey in advance to be well informed about the situation pertaining. It however remains critical that whatever is done, it should not be regretted in the years to come. The research is convinced that the current RDP structures will become ghettos not so long from here as the populations in there increase.

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APPENDICES

QUESTIONNAIRES

SECTION A: BIOGRAPHY

TITLE: The acceptability of RDP houses to recipients in the Langa District, Cape Metropole

This is an academic study which seeks an evaluation of the acceptability by recipients of RDP housing projects in the Langa district of the Cape Metropolis

1. To which population group does the respondent belong?

African	Coloured	Indian/Asian	white	Other:
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If other specify.....

2. What is the gender of the respondent?

MALE	FEMALE
------	--------

3. Which best describes your current house?

RDP FLAT:	RDP house:	Informal settlement:	Other:
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If other specify.....

4. Number of years living LANGA Township

0-5	6-10	11-15	16-20	21-25	26-30	30+
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5. How long have you had an RDP house?

0-10	11-20	21-30	31+
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6. What is the biggest problem with your RDP house?

Wall cracks	Small in size	Poor sanitation	Low quality windows
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If other specify;

7. Recent monthly income (for entire household)

2501-3500	3501-4500	4501-5500	5501-6500	Other
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If other specify;

.....

8. In your opinion, how satisfied are you with the water service provided by the municipality?

Extremely Dissatisfied	Poor Service improvement	Neutral – No Opinion	Satisfied, but room for improvement	Extremely satisfied	other
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If other specify.....

Section B:Likert Scale

No		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	The size of the RDP housing is of an acceptable size					
2	The walls of your RDP house in good condition					
3	The RDP housing sanitation is of good quality standard					
4	The rooms are enough for the whole family					

5	The yard accommodate future extension					
6	The local government addresses all RDP related complaints					
7	The ward councilor gives feedback to the community on RDP housing issues					
8	Does the paint work represent all quality requirements?					
9	There is enough space between neighbors units					
10	Is the allocation of housing fair and transparent?					
11	The community members' involved RDP administration work					
12	The housing caters for different culture.					
13	Community continuously engaged in the RDP housing process					
14	Most community members are happy with RDP housing					
15	The environment is conducive for children upbringing.					
16	The RDP housing system needs review.					
17	Is the housing registration effective?					
18	Is local government doing enough to address housing shortages?					
19	Complains about the quality of housing are well addressed					
20	The housing is adequately insulated (warm) for winter.					
21	Are the housings cheaper to maintain?					
22	The locations of the housing provide easy access to amenities (Town, bus stop, school, Heath facility etc.)					
23	The waiting period allocation of housing reasonable					
24	The Application for housing is easy and well communicated					
25	Multiple flat units are preferred over stand alone units					

What can government do to improve the RDP housing system?

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.....
.....

Turnitin Originality Report

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