

CHAPTER 7: QUALITY PROFILE OF RESIDENTS

1. INTRODUCTION

In the provision of housing it is important to get the perspective of the beneficiaries on what is important in a house. This section will attempt to answer this by looking at the internal and external aspects to housing. Coupled with this are the perceptions of the type of housing that has been provided by the residents, i.e. how do they feel about the housing provided, etc.

This section is structured (refer to figure 67) by first discussing the priorities of the residents (internal and external aspects) and then discussing the perceptions. A third column is added, to the extreme right, which compares the two areas. Figure 68 indicates the position of this chapter within the structure of the dissertation.

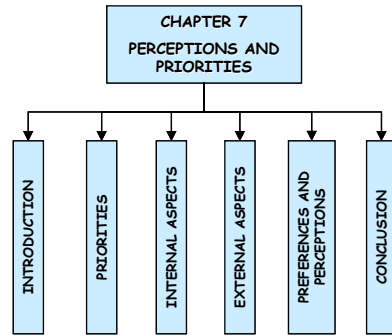


Figure 67: Structure of chapter

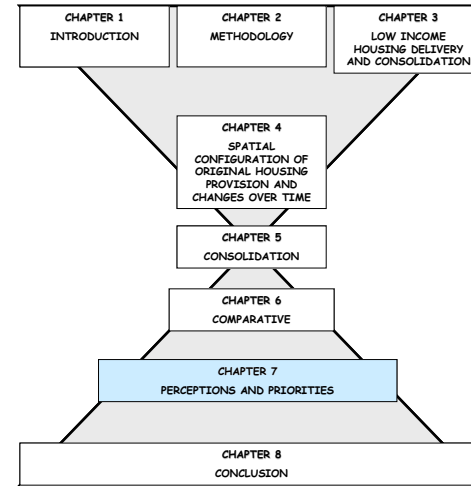


Figure 68: Position of chapter within dissertation

EXTENSION 10

EXTENSION 6

COMPARISON

2. PRIORITIES

In order to understand what people need to enable consolidation (formalisation), one would need to know what aspects of a house are important to them. Aspects of a house were therefore considered (listed in the accompanying columns), internally and externally.

2.1. INTERNAL ASPECTS

In terms of the important internal aspects of a home, the following aspects were listed (ventilation, roof, good house structure, sanitation, tap water, security, good lighting, spacious rooms, electricity).

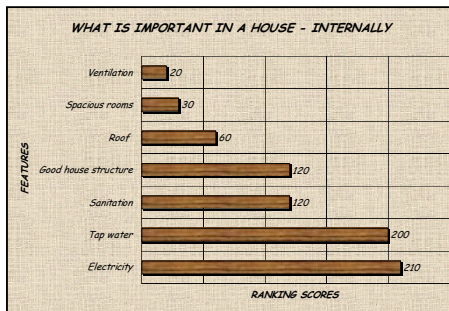


CHART 40a: What's important in a house - internally

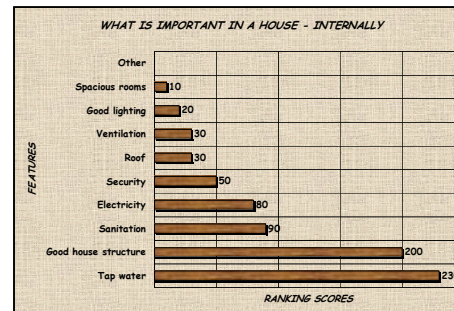


CHART 40b: What is important in a house - internally

- By comparing the two extensions one can see the difference in emphasis. In Extension Ten people have been provided a structure with which to work from in their quest to build their own homes. Their emphasis is therefore not so much on a good house structure. The opposite holds true for Extension Six. They have merely been provided with a site and services. Hence their emphasis on a good house structure.
- Tap water, however seems to be the leading factor in both areas. It is necessary for survival and easy access to it the 'collection of water' more convenient for the household, instead of having to travel great distances in order to acquire a few litres. It also speeds up the process of consumption - before consumption of river water it needs to be boiled and cleansed properly.

## CHAPTER 7: QUALITY PROFILE OF RESIDENTS

EXTENSION 10	EXTENSION 6	COMPARISON
<ul style="list-style-type: none"> <li>The chart above shows how the residents ranked the importance of the various aspects where <i>tap water</i> and <i>electricity</i> seemed to be the two most important aspects out-weighting the other.</li> <li>Of less importance, in comparison is a <i>good house structure and sanitation</i>.</li> <li>Further down consolidation, the importance of the <i>roof</i> structure became apparent, which was followed by <i>spacious rooms, good lighting, ventilation and security</i>. The most basic items that one needs to survive have been ranked as important.</li> <li>Considering the lack of construction skills within the interviewed bracket, one can understand the importance of having a good, solid house structure.</li> <li>Tap water is essential in every household and it is stressed here as the most important.</li> <li>Electricity is just as essential as tap water and sanitation, yet we see that electricity is ranked the highest and sanitation is ranked much lower down. The residents are more dependent on electricity and tap water in comparison to the others. These services were not provided in their previous area of residence.</li> <li>Security is seen as the least important factor.</li> </ul>	<ul style="list-style-type: none"> <li>From observing the chart above one can see the most important aspects to these residents, i.e. tap water and a good house structure. These are the two most valued results in comparison to the other aspects.</li> <li>Looking at the type of housing provided to the households in this extension (site and service) one can see the rational choice for a solid house. It is something they lived without in their previous areas of residence and still do now. They therefore value a good house structure much more in comparison to other aspects.</li> <li>Easy access to tap water has also made living easier and is therefore a valued essential aspect.</li> <li>Further down sanitation and electricity come into play. Yet again these are essentials for daily living. However, their relation to the first two aspects is significantly distant in terms of ranking. Therefore much more emphasis is placed on tap water and a good house structure.</li> <li>Security is the next important issue, followed by ventilation, the roof, good lighting and spacious rooms.</li> <li>From this analysis, it is established that the essentials highlighted by the residents are; tap water, a good house structure, electricity and sanitation are the very basics that are stressed.</li> </ul>	<ul style="list-style-type: none"> <li>Ventilation seems to have an average value across both areas <b>but roofs seem to attract more attention in Extension Ten</b>. Two assumptions can be made from this observation. <b>Firstly, people in Extension Ten could have seen the value in having a roof since they have been provided with one. This could explain the value that is reflected in the graph as twice that of Extension Six.</b> Secondly, people could have assumed that the good house structure included the roof as well and therefore there was no need to consider roofs.</li> <li>In terms of sanitation, there is not much of a difference expressed. It is deemed an essential in both areas.</li> <li>Good lighting reflects identical low values across both areas indicative of the lack of importance.</li> <li>It is when the last three aspects are observed (security, spacious rooms, and electricity) that interesting contextual differences are noted. <b>The importance of electricity in Extension Ten appears two and a half times more than that of Extension Six. People in Extension Ten have been provided with roof structures, therefore they are able to improve on their homes thereby focussing their needs on other aspects. The demand for electricity, water, etc, therefore becomes more apparent. In comparison, Extension Six has not been provided with any structures except a toilet. The focus is therefore still on building their home. Electricity is seen as important but to a much lesser degree. The backgrounds of both areas therefore play a big role in terms of what stage they are in consolidation and their priorities (refer to section3).</b></li> <li><b>Spacious rooms are seen as three times more important than in extension 6. Majority of people in Extension Six live in shacks and are unable to build larger homes, i.e. they cannot afford to. Space is not seen as more important than having a good house structure. The first step is to get a reliable roof over their heads that won't leak. The later concern, much after other aspects, can then be space when the children get older and need more space or for other reasons.</b></li> <li><b>This is a luxury, which more people in Extension Ten have since they have such a solid roof. Once again, context plays an important role.</b></li> <li><b>The last aspect is security and the reasoning to follow is purely speculative. Security does not appear to be important in Extension Ten but is significantly important in Extension Six. This could be related to the environments in which they live. Such environments are created by the structures that are built and the pride that people have. Extension Six has more shacks and more poorly maintained gardens, etc, which lends itself to crime as opposed to more formal, neat structures, well maintained gardens and surrounding areas.</b></li> </ul>

CHAPTER 7: QUALITY PROFILE OF RESIDENTS

EXTENSION 10

EXTENSION 6

COMPARISON

2.2. EXTERNAL ASPECTS

This ranking exercise focused on external aspects, i.e. title deed, spacious erven to conduct other activities, access to services and facilities, and location.

- In Extension Ten this proved that the *Title Deed* is indeed the most important aspect. Ownership is, therefore, still quite an important issue to people (refer to literature).

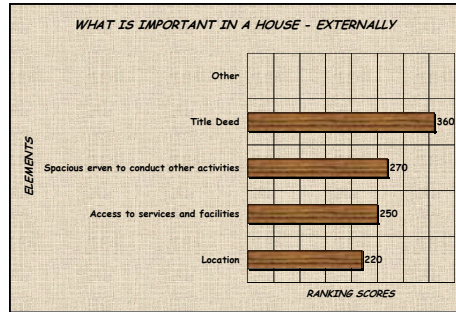


CHART 41a: What's important in a house - externally

- The following three aspects fall far below the ranking score of the *Title Deed*.
- Having a *Spacious erven* is more important than having *access to services and facilities* as well as *location*. People reflected the desire to grow vegetables but lacked space in order to do this.
- Upon reflection of the external aspects, ownership is by far the most important aspect. From literature, one learned that the lack of ownership brings about insecurities that prevent further consolidation to take place (refer to chapter 3, 6.3.), but in this case, it seems that it is not the root cause of the small amount of consolidation.
- With further investigation, it was found that people were satisfied with the size of the erven provided (with the exclusion of wanting to grow vegetables) because it was larger than the previous area of residence. In addition, in terms of being ranked in order of importance, the size of the erven is still very important, more important, in fact, than having access to services and facilities and being located in a good area.

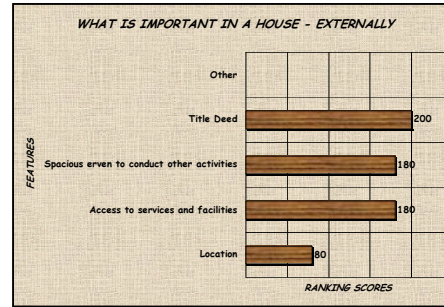


CHART 41b: What is important in a house - externally

- The pattern reflected here alerts one to the fact that ownership is still the most important aspect as reflected by literature (refer to chapter 3, 6.3.).
- Spacious erven and having access to services and facilities seemed to be the next important aspects.
- People have motivated that they would have enjoyed growing their own vegetables if they had a larger erven. It was not reflected as a concern or disappointment of any kind. It was instead mentioned as a desire. This could be considered in the future.
- Considerably lower was location.
- Residents didn't care much for being in the ideal location, but instead having access to the necessary services and facilities was more important.

- Literature revealed that the lack of ownership prevented people from consolidating out of fear of being evicted (refer to chapter 3, 6.3.).
- In this category of aspects ownership relates more to a sense of security that people need in order to feel at ease (considering the lack of ownership of property in their previous areas of residence), thereby providing that necessary enabling environment where consolidation would be possible. Once people are secure about their homes (refer to chapter 3, 6.3.), they will take the responsibility of owning their own homes seriously, which is reflected here to a certain degree
- Comparing the two areas reflects a similar pattern with title deeds being the most important and is followed by spacious erven to conduct other activities, access to services and facilities and location.

CHAPTER 7: QUALITY PROFILE OF RESIDENTS

EXTENSION 10

EXTENSION 6

COMPARISON

3. PREFERENCES AND PERCEPTIONS

During the interviewing sessions carried out with the residents, more qualitative questions were posed in relation to governments' efforts and the level of satisfaction.

- The response was one hundred percent positive. People did feel an improvement in their lives, environment and homes. The main reasons encompassing such positive feedback was that services such as water was now provided making the retrieval of water from rivers and dams unnecessary. Communal taps need not be shared anymore as was the case in their previous residency. Other problems with their shacks (leakages, negative reactions to the weather, etc.) are no longer such a major problem.

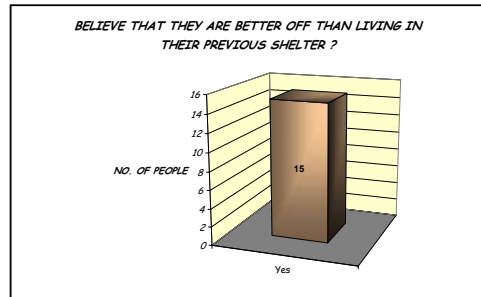


CHART 42a: Better off than previous shelter

- Compared to people living in a township, residents articulated that they were better off (53%). Some were unsure and others felt that their present situation was the same (40%) as living in a township.

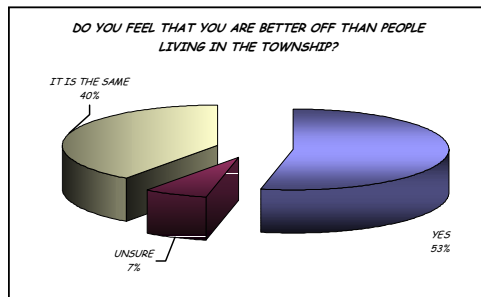


CHART 43a: Better off than people living in the township

- The question that crosses one's mind is: 'How different are the conditions of a township to that of their present accommodation?' An idea of this can be acquired from the responses received. The motivation for being better off stems from the opinion that life is rougher in townships with lots of crime.
- Rental is also viewed as much more higher compared to Extension Ten and the housing here is much bigger and better. Some people were also tenants in the township, but are now home owners in Extension Ten. A significant improvement has therefore been made.

- One hundred percent were in agreement that they were indeed better off. Their previous shelters had leakages and reacted negatively according to the weather. It was also a temporary situation. Their structures are now permanent and so are their living arrangements. The issue of ownership is highlighted again. The services available now were not in the past. The present situation is much better in this regard. This is a good reflection on the type of housing provided and improving the lives of the low-income community.

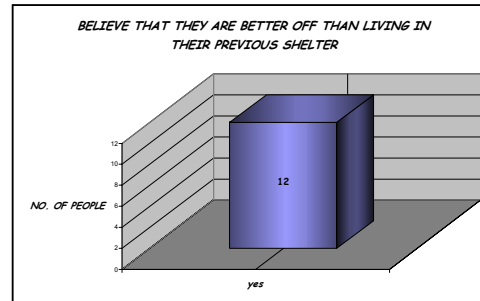


CHART 42b: Better off than previous shelter

- In comparison to people living in a township, these residents have opposing opinions. Whilst 41% felt that they were better off than people living in a township, 42% were strongly against this. 17% were unsure. The question remains: 'what characterises a township or distinguishes it from their present accommodation?'

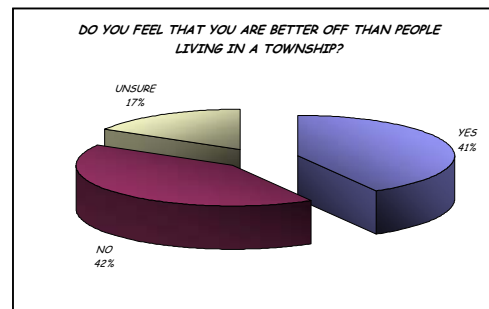


CHART 43b: Better off than people living in a township

- The negative aspects that seem to sway the argument toward the likeness of the present and past situations are comprised of the following reasons:
  - Firstly, problems with transport are experienced here as in the previous area.
  - Secondly, people felt that the townships were better because the toilets were inside the house.
  - Reasoning motivating that they are better off than persons living in the township stem from the services that are now provided here. They were non-

CHAPTER 7: QUALITY PROFILE OF RESIDENTS

EXTENSION 10

- Not many reasons validate the likeness between Extension Ten and the township except for the example illustrated by an interviewee: *'If you don't pay in the townships then they can reduce your water allowance as well.'* The picture presented is biased to a certain degree due to the ill representation of responses' motivating that living in the township is the same as their present situation. But one now gets an idea of how the respondents motivated for both sides. Whilst there are benefits at present, other circumstances are dealt with in much the same manner as in the township that likens it to the township.
- Taking into account the percentage of people that think they are better off living here, than in a township and the percentage that think they are living under the same conditions as that of a township, one should not automatically arrive at the assumption that the level of satisfaction is not so high. People are happy with their place of residence irrespective of the similarity to that of a township or lack thereof.

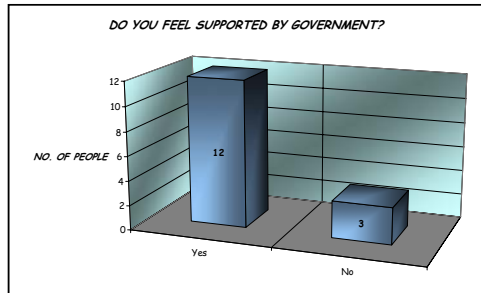


CHART 44a: Supportive government?

- One hundred percent of the interviewees were happy with the housing they had been provided with, which also reflected an 80% satisfaction rate with government in their efforts to provide housing for the residents. The lack of support felt by the residents stems from unfulfilled promises that were made by government to complete the provision of their homes (a misunderstanding that needs clarification).

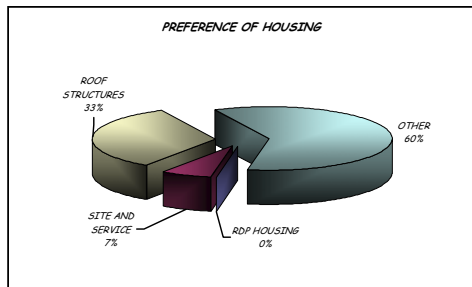


CHART 45a: Preference of housing

- On a more important note, residents were questioned about their housing

EXTENSION 6

existent in the townships. The availability of the prepaid system to acquire electricity also seemed to be prescribed to pensioners only in the township, whereas now it can be acquired by anyone, i.e. it is not prescriptive. Besides the services being better, residents have articulated that they don't pay as much as they used to. There are more positive aspects highlighted than negative. Although there are numerous motivation reasons for living in Extension Six, there are one or two misunderstandings that are misleading. The level of satisfaction within this area is nevertheless high considering that 100% of them are happy with the housing provided.

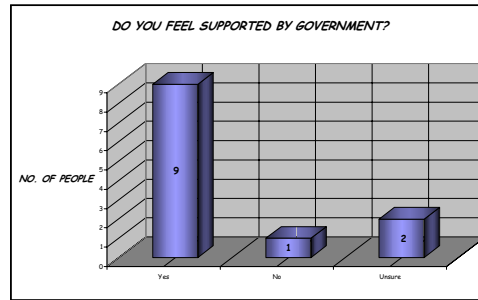


CHART 44b: Supportive government?

- In terms of feeling supported by government, 75% felt that they were. This mirrors the opinion of 9 people. Only one family felt unsupported (8%) and two families were unsure or not willing to make any comments in this regard (17%). By providing these residents with housing, they feel grateful and supported.

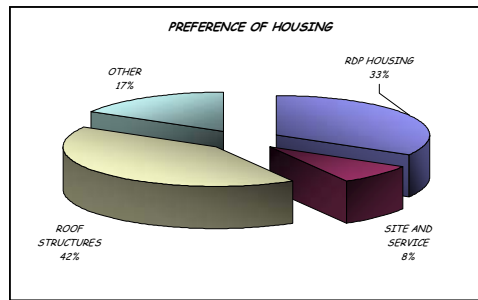


CHART 45b: Preference of housing

- Responses to the preference of housing reflected largely a desire for roof structures (42%) and RDP houses (33%). Such statistics are evident of the success factor present within the roof structures. People preferred this because of the larger space provided in comparison to RDP houses and the ease at which one can build up from this point. Residents articulated the importance of having a roof over their heads and that the roof is the most expensive part of the house. Being provided with the roof would therefore cut down the expense of building materials enabling them to advance to a better position where they will be able to afford other materials. The roof structures are viewed as strong solid structures.

COMPARISON

- The reasons for being likened to a township has been the same across the two areas and the motivations previously proved that there were better aspects to living in these areas as apposed to their previous homes. It was also motivated that the reasons that did become known were often ill founded.
- In both areas, people agreed that government was supporting them with a few disagreements from other people. More than 75% in each area were happy.

- The preference of housing implied that more people would prefer roof structures than RDP houses or site and service schemes. Residents were very happy with these structures and it did assist people to construct their own homes.



CHAPTER 7: QUALITY PROFILE OF RESIDENTS

EXTENSION 10	EXTENSION 6	COMPARISON
<p>preference, if circumstances were different and they were given a choice from a variety of options. Interesting results had come to the fore. The category of 'OTHER' reflects the combination of the lack of opinion held by some of the residents and suggestions made by others. Virtually half of the respondents had no comment in this regard.</p> <ul style="list-style-type: none"> <li>Those that did respond had their own suggestions (10%). It entailed having a house no smaller than their own. Space does play a role in the provision of housing. As far as the other alternatives (roof structures, site and service, RDP housing) are concerned, the prospect of having roof structures proved quite popular (33%).</li> <li>Site and service represented a mere 7% of residents whilst RDP housing reflected 0%.</li> <li>Roof structures seem to offer more space than RDP houses, and people can build up their own homes to the roof. It is viewed very positively by the residents. Although RDP houses are complete houses, people prefer the roof structure because of the space it accommodates. Residents also felt that the roof itself is the most costly in terms of actually constructing their homes. Therefore, providing the item that is the most expensive at the outset would make the construction of their home much easier.</li> </ul>	<p>This provides a bit of security and stability for the residents.</p> <ul style="list-style-type: none"> <li>The motivation for RDP houses on the other hand, can be attributed to financial constraints. People cannot afford to purchase materials and would therefore prefer to have the complete house provided for them. Others felt that money would be wasted on purchasing materials in comparison to having a house already provided for them. The other point was that the toilets were inside the house. This is an attractive feature for some residents.</li> <li>Site and service represented a mere 8%. The family that requested this had a good reason behind it. The father of this family has construction skills. The family felt that the father would do a better job of building a home for his family and they could design it exactly how they wanted it.</li> <li>Others were unsure about the type of housing they would prefer. Suggestions were made along the lines of something better than the roof structures and the RDP houses.</li> </ul>	

4. CONCLUSION

- The different types of housing provided have affected the responses to the section on priorities, i.e. services stand out as the major issues relevant to residents of Extension Ten, whereas in extension 6 services combined with a good house structure was relevant. As mentioned in the comparison, the lack of a top structure in extension has motivated for listing a good house structure as the second most important factor in a house. Context is therefore a defining factor of how people value the internal aspects of the houses.
- Overall, it is quite evident that the priorities of residents in terms of housing have been filtered through by means of aiming to satisfy the basic needs, i.e emphasis has been placed on the services.
- The priorities also indicate the level of formalisation each extension is at, i.e. residents in Extension Ten focussed on electricity as the biggest priority and tap water as the second. Residents of extension 6 had electricity as factor number four and tap water as number one. Tap water is still seen as an essential basic need in both areas but electricity is not in Extension Six. The greater level of consolidation in extension 10 warrants the greater usage of electricity, hence the emphasis on it. Residents within Extension Six have not consolidated to such a degree yet.
- This study has proven that security of tenure is very important to residents as was indicated by researchers previously (*refer to chapter 3, 5.3.*). However, in this case, ownership has not affected the ability or lack thereof to consolidate since residents already had ownership.
- Efforts made by government in providing housing appear to have been successful, i.e. 100% of residents feel that they are better off than the previous residency and more than 75% of residents in both areas feel supported by government, but efforts shouldn't end here. Residents require assistance in the consolidation process.
- Majority of residents from across both areas preferred to have the roof structures. It has benefited the residents of Extension Ten in housing themselves.