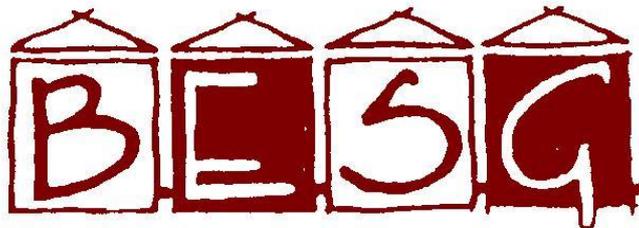


**UN HABITAT**  
FOR A BETTER URBAN FUTURE



**United Nations World Habitat Day**  
**1<sup>st</sup> October 2012**

**Msunduzi Housing Summit**  
**Conference report**



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# **United Nations World Habitat Day 1<sup>st</sup> October 2012**

## **Msunduzi Housing Summit Conference report**

### **Welcome by Mbhe Mdlalose, Manager of the Deepening Democracy Project, BESG**

Mbhe welcomed over 70 participants to the Summit. These included Councillors, provincial and local government officials, Ward Committee members, members of the Community Based Organisation (CBO) clusters that are part of BESG's Deepening Democracy Project, other community members, and members of the BESG Board and staff.

### **Opening address by Councillor Eunice Majola, Chair of the Economic Development Portfolio Committee, Msunduzi Municipality**

After tendering apologies from Mayor Chris Ndlela, Cllr Majola acknowledged the importance of the Summit and thanked BESG for organising this long overdue event in the city. She welcomed the opportunity to examine the challenges of human settlements and the backlogs that exist. She emphasised that, by working with communities and the municipal administration; it will be possible to identify and tackle problems, and improve service delivery.



### **Purpose and outcomes of the Summit – Cameron Brisbane, Executive Director, BESG**

Cameron set out the context for and purpose of the Summit. World Habitat Day is held under the banner of UN Habitat, the Human Settlements division of the United Nations, on the first Monday of October each year. Its purpose is to create space to reflect on the state of our cities and the universal challenges of urbanisation. The theme this year is “Changing cities, building opportunities.”

South Africa has the largest fiscal commitment to state-subsidised housing in Sub-Saharan Africa. Over 2.3 million households have benefitted from the national housing subsidy scheme since 1994. However the drive to deliver numbers has resulted in the growth of peripheral townships where there are no work opportunities

or amenities, and a legacy of badly built housing that the majority of poor homeowners are unable to afford to maintain or repair. They are also unable to secure administrative justice to have them rectified. We still have a backlog of 2.7m families without adequate housing, resulting in people waiting a lifetime or more for their turn to be housed, and communities who are unable to secure the most basic services.

The objectives of the Summit were to:

- Facilitate information exchange about the main fiscal instruments and programmes that have replaced the old one-size-fits-all “housing subsidy.”
- Enable Ward Committee and CBO members to identify common issues.
- Enable participants to engage with officials on specific development needs.
- Give officials the opportunity to present planned projects and those which are currently being implemented.



Cameron concluded by encouraging participants to continue to engage with the municipality after the Summit through community meetings that Ward Councillors should be holding every three months, and IDP<sup>1</sup> and budget consultation meetings. More details would be announced at the end of the programme.

The full presentation is attached at [Annex 1](#).

### **Housing programmes and funding for services and housing - Mondli Ndlovu, Facilitator Human Settlement Programme, BESG**

Mondli delivered two presentations giving an overview of:

- The different capital subsidy programmes used to provide basic services and housing, attached at [Annex 2](#), and;
- Funding streams and opportunities, attached at [Annex 3](#).

*“If you own a house in South Africa, you own a small piece of Africa” -- Mondli Ndlovu, Facilitator, BESG.*

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<sup>1</sup> Integrated Development Plan, a 5 yearly structure plan for all development in the Municipality that is reviewed annually.

## **Breakaway groups – capturing community concerns on issues relating to access to land, basic services, and housing**

Participants formed breakaway groups to discuss the following:

1. Basic services (water and sanitation)
2. Housing
3. Rectification work
4. Other Issues.

A detailed list of specific issues, by Ward where identified, is attached at [Annex 4](#) for reference. The following general issues emerged from report backs to the plenary:

- The need to identify the various roles and responsibilities with respect to the provision of housing and basic services and the need for inter-departmental co-operation.
- Concerns with the rate of urbanisation and lack of housing supply.
- The need for transparency with respect to funding. What is the amount that was allocated to Msunduzi?
- What is the allocation/prioritisation process for projects?
- There is no housing waiting list in place.
- The need for public participation in planning and implementing projects.
- The need for better communication, including information sessions/workshops.
- Health hazards arising from lack of toilets and sanitation.
- The danger to the community posed by half-completed projects.
- Lack of maintenance of roads, rental stock, standpipes.
- No monitoring and evaluation systems in place.
- Inaccurate billing.
- Poor quality of materials and workmanship.
- Corruption and theft.
- The politicisation of public forums and the breakdown between residents and Councillors in some Wards.
- Availability of land for middle class (gap) housing developments.
- Security of tenure and lack of title deeds.
- Individuals who own more than 1 RDP house and who sub-let these extra houses.
- Lack of disability-friendly houses.
- Illegal connections/distribution and selling of electricity.
- Land invasions.
- Length of time taken to complete projects and lack of continuity if there is a change of Councillor.

*"It is a ticking time bomb" -- participant, referring to the lack of housing in the Msunduzi Municipality.*

## Presentations on current capital works projects and plans

Presentations were delivered by the following municipal officials:

1. Dees Ragoonandan, Acting Manager (Design and Planning), Water and Sanitation, presented planned water and sanitation projects. These are listed in the Municipality's Service Delivery and Budget Implementation Plan (SDBIP).
2. Radha Gounden, Manager, Housing Delivery, gave a presentation on planned housing sector projects as contained in the Municipality's Integrated Development Plan (IDP).

Both documents can be accessed:

- On Msunduzi Municipality's home page: [www.msunduzi.gov.za](http://www.msunduzi.gov.za)
- By visiting the Deepening Democracy Project team at BESG for those who do not have access to internet.

Petros Mkhize, Facilitator in the KZN Department of Human Settlements (Municipal Housing Support Unit), provided additional responses to numerous questions relating to the implementation of projects in the municipality.

*"We need to re-visit the label 'informal settlements.' Some have been in existence for 20 years" -- participant.*

## Questions and contributions from the floor – municipal matters

**Q:** The old sewage infrastructure in Bombay and Barnabas Roads is not being maintained, leading to recurrent problems in the area.

**A:** The pipe has been re-aligned, but people in the informal settlement use silt to degrease dishes and discard rags into the system. This exacerbates the problem. The Municipality is working on a design to solve the problem in Lahore Road.

**Q:** In Ward 17 there are burst pipes along the Willowfountain Road taxi route and many bursts in the low-income housing areas. Who pays for this water lost through



leakage? What is the state of Msunduzi's water infrastructure, are there plans for a total refurbishment instead of ad hoc repairs?

**A:** Cameras are being used to identify problems underground and bursts and broken pipes are repaired when staff are available. The community needs to report problems to the call centre and receive a reference number. It is not possible to replace all the pipes. They are using a technique of putting a replacement pipe within the old pipe ("trenchless technology"). The municipality has also reduced the water pressure across the city in an effort to improve the situation.

**Q:** How many times must a pipe burst before aging infrastructure is replaced? Surely the lost

revenue is more than paying for the work involved?

A: We used to get capital funding from Council's own resources, and would replace infrastructure if leaks occurred within 3 days. Now the work is funded by Municipal Infrastructure Grant (MIG) for which business plans are necessary and there is a strict audit to ensure that the spending is against the budgeted item meaning that they no longer have the flexibility to make ad hoc repairs that are not in the budget.

Q: In Tamboville, Ward 37, where restriction washers are in place, the residents are receiving no water.

A: *Mr. Ragoonandan will investigate and report back to the Ward Councillor.*

Q: Once work has been completed, sites are left with open unfinished trenches which are dangerous.

A: Residents must please contact Mr. Gounden if it occurs in a housing project, or Mr. Ragoonandan if it is as a result of maintenance or upgrading. Contact details are at the end of the report.

### **Responses to questions raised in the breakaway groups from KZN Department of Human Settlements and Msunduzi Housing Delivery Unit**

Q: What is the process and timeframe for developing a housing project?

A: There are 5 stages in the process. First a general feasibility study is undertaken, followed by a detailed feasibility, then planning and design. Thereafter the construction of the services and top structures takes place, which is finally followed by transfer of the property to the beneficiary. The timeframe from start to finish is typically a minimum of 5 years.

The Department of Human Settlements evaluates projects and then authorises their implementation. There are five key criteria that must be met before authorisation is granted – land availability, buy-in from the community, confirmation of funding for bulk services from the Municipal Infrastructure Grant (MIG), a geo-technical survey, and environmental authorisation. It was acknowledged that public participation is crucial to the success of housing development projects.

Q: The Vulindlela rural housing project seems to have come to a halt. There was also a complaint that people who are in greatest need are not being prioritised.

A: R100m has already been spent on the project but there is little to show for this. The reason for this is being investigated. A labour dispute is a contributing factor – “the workers are up in arms” over their conditions of employment. The identification of beneficiaries was done by people who cut corners – they just processed applications for the first 100 households they came across. Currently 12,000 beneficiaries are being checked on the national data base and just under 10,000 applications have been approved. Anyone who is found to have owned a property elsewhere will be rejected.

Q: Why has work stopped in Maqongqo? Why are people being told they must pay R50 to be “approved”?

A: The project at Maqongqo was stopped because the quality was not acceptable. Structures are guaranteed for 5 years and any defects must be reported to the Ward Councillor. Corruption must be exposed by the community. It can be reported either to municipal officials or KZN Human Settlements. The R50 may not be towards any housing development, it could a traditional fee (khonza fee). The community needs to inquire further.

Q: What assistance does Human Settlements give to disabled people?

A: The Department does fund structures for disabled people, and aids and adaptations such as ramps for wheelchair access. It was suggested that people “hide” disabled beneficiaries and participants were urged to help bring disabled people to the fore.

Comment: Cameron added that Implementation Agents overlook disabled people because there is no incentive for them to do the additional work necessary and departmental monitors have no means of checking for compliance. Furthermore, ramped access was only part of the problem. Wheelchair-friendly housing needs different design standards such as wider corridors and circulation area for an internal bathroom.

Q: Why are beneficiaries in Vulindlela Ward 1 not receiving proper title deeds?

A: Ward 1 is on Ngonyama Trust Land, therefore no title deeds are issued, only certificates of occupation.

Comment: Radha Gounden said that there are many title deeds waiting in his Department. *Mr. Gounden undertook to develop a list of the people who should collect their title deeds. The list can be viewed in his Department and also distributed via Ward Councillors.*



Q: What assistance is available to people who earn too much to qualify for an RDP house but not enough to get a mortgage bond from a bank?

A: There is land available for low-middle income housing developments (“gap” housing), and the municipality is looking to acquire more such land for mixed housing schemes.

Q: Rubbish is not collected in the townships.

A: Mr. Gounden acknowledged that waste collection is a problem and recommended that this should be taken up with Councillors.

Q: Why are people allowed to invade land when others have waited for years for their turn?

A: The Municipality does not tolerate land invasion. There is a task team that demolishes houses that are under construction illegally. It is difficult to prevent the building of new structures which mushroom when news spreads of a new project. If people are aware of a land invasion or illegal building, they should report this to the head of the municipal task team, Patrick Radebe - 074 113 4896.

Q: The municipality's housing waiting list has been closed for years. What will happen to the old list and are there plans to update it?

A: The municipality will be undertaking a survey of housing needs shortly. All people with housing needs will be assessed. There are 13 000 people on the old waiting list. These will be moved to the new register and checked that they are still in need and qualify for assistance. Each evening names are checked on a national data base linked to SARS, PERSEL, Home Affairs and the Deeds Office and the name of any person who has previously owned a house is removed.

Q: There are no toilets at Jika Joe informal settlement and the Masukwana Street temporary emergency housing project. There should be 1 VIP for 20 families. This is not happening and raw sewage is running through the settlements.

A: There are plans for permanent housing for all Jika Joe residents. *(Mr. Ragoonandan had left the summit after his presentation. This complaint will be referred back to the Housing Delivery and Water and Sanitation Units for comment.)*

Q: Flats (rental stock) are in shocking condition and the people are deeply indebted to the Municipality. The situation is worsening every day. Could the flats be offered for sale to the residents?



A: The budget for maintenance of rental stock has been reduced to R1m per annum. The amount owed by the tenants is currently at R21m (some individuals owe R200 000). A 10-year dispute has just recently been withdrawn and tenants have received a letter regarding the settlement of their debt. In order to consider transferring the flats to the tenants, the stock needs to be assessed and possibly refurbished. A service provider has been appointed for this purpose who will

also educate tenants on the Sectional Title Act. At least 51% of the tenants must want to take transfer.

## **The Integrated Development Plan (IDP) Process Plan -- Cameron Brisbane, Executive Director, BESH**

In the absence of Robbie Mkhize, IDP Manager, Msunduzi Municipality, Cameron Brisbane highlighted key areas of the IDP Process Plan, or timetable, and provisions for public consultation. The Process Plan informs the preparation of the Municipality's 2013/4 capital budget.

The preparation of a Process Plan has to include the following:

- A programme specifying the time frames for the different planning steps;
- Appropriate mechanisms, processes and procedures for consultation and participation of local communities, organs of state, traditional authorities, and other role players in the IDP drafting process;

- An indication of the organisational arrangements for the IDP Process;
- Binding Process and planning requirements, i.e. policy and legislation, and;
- Mechanisms and procedures for vertical and horizontal alignment. This refers to cross-sectoral co-ordination within the Municipality as well as with other tiers of government.

Four major functions can be aligned with the public participation process namely:

- Needs identification;
- Identification of appropriateness of proposed solutions;
- Community ownership and buy-in, and;
- Empowerment.

According to the Process Plan, it was the Municipality's intention to hold strategic departmental reviews in late October and then consult various stakeholders -- IDP Representative Forum, amakhosi, sector departments, parastatals, ward committees, business, NGOs, CBOs, etc. -- on strategies and priorities for 2013/14. Announcements will be made through the print media, uMgungundlovu Community Radio, Msunduzi Municipality's website, and possibly also information sheets in English and isiZulu, distributed via the IDP Representative Forum "where a need for this has been identified."

Participants were reminded to engage with their Ward Councillors and Ward Committees as the principal vehicle for public participation in the municipality. CBOs can also join the Msunduzi CBO cluster which is hosted by BESG and which engages with the Office of the IDP Manager and other invited officials on a quarterly basis.

The IDP Process Plan can be accessed:

- On [www.msunduzi.gov.za](http://www.msunduzi.gov.za). Click on the IDP link on the left of the home page and then click on Process Plan.
- By visiting the Deepening Democracy Project team at BESG for those who do not have access to internet.

### **Closure and vote of thanks**

Mbhe Mdlalose closed the Summit by thanking the presenters for their contributions, and the participants for their time and engagement with the officials present.

*"Just a note to say thanks for a well thought and well informed Housing Summit. It was very professional. Today many of us as members of the community and Councillors have received more answers than in the entire 1½ years." -- Ward Councillor.*

*"Thank you for your kind hospitality in organising and hosting today's summit. The number of questions asked is a reflection on the need for such a summit." -- Ward Councillor.*

## IMPORTANT CONTACT DETAILS:

| <b>Msunduzi Ward Councillors</b>       |            |
|--|------------|
| Ward 1: AMOS LUCKY MBANIWA             | 0835892327 |
| Ward 2: MANSIZWA SIMON SOKHELA         | 0790521986 |
| Ward 3 - LINDA LINFORD MADLALA         | 0724495988 |
| Ward 4 - MERCY THANDIWE BUTHELEZI      | 0734578514 |
| Ward 5 - PHILLIP BONGA SHOZI           | 0823175889 |
| Ward 6 - FALAKHE MICHAEL MAKHATHINI    | 0731728701 |
| Ward 7 - MBUSISWA HENCEFORT MKHIZE     | 0788309311 |
| Ward 8 - BETHWELL BHEKUMUZI NGCOBO     | 0792553119 |
| Ward 9 - JEFFREY MBUYISELWA NGCOBO     | 0826260562 |
| Ward 10 - MSIZI ALEX NGCOBO            | 0721376790 |
| Ward 11 - SIPHO INNOCENT MADONDA       | 0737215748 |
| Ward 12 - SBONISO TERENCE MAJOLA       | 0844468588 |
| Ward 13 - ARMSTRONG BONGANI DLOMO      | 0737686398 |
| Ward 14 - SIBUSISO ALFRED MKHIZE       | 0844258533 |
| Ward 15 - VUSUMZI GARNET MICHAEL MLETE | 0822572538 |
| Ward 16 - MICHAEL BHEKABANTU ZUMA      | 0782514585 |
| Ward 17 - PHILISIWE SITHOLE            | 0723985852 |
| Ward 18 - SINDISIWE CYDY GWALA         | 0827396350 |
| Ward 19 - SIPHIWE CAIPHAS NDAWONDE     | 0734314277 |
| Ward 20 - THULANI VINCENT XULU         | 0829764354 |
| Ward 21 - MTUZA BHEKITEMBA MKHIZE      | 0826943026 |
| Ward 22 - PATRICK VELA JACA            | 0823704091 |
| Ward 23 - DUMISANI BERNARD PHUNGULA    | 0833288328 |
| Ward 24 - PHILANI GOODWILL NGIDI       | 0725467256 |
| Ward 25 - DAVID FRANCIS RYDER          | 0787939675 |
| Ward 26 - GLEN ROBERT McARTHUR         | 0832733576 |
| Ward 27 - JUDITH MARY LAWRENCE         | 0827746168 |
| Ward 28 - SOOBRAMONEY GOVENDER         | 0827304949 |
| Ward 29 - THANDI PATIENCE NDLOVU       | 0828417498 |
| Ward 30 - JAIHEEN SINGH                | 0845509668 |
| Ward 31 - ROOKSANA AHMED               | 0793786958 |
| Ward 32 - MARY SCHALKWYK               | 0725878061 |
| Ward 33 - NALENI ATWARU                | 0765151919 |
| Ward 34 - NOMAGUGU EUNICE MAJOLA       | 0711567427 |
| Ward 35 - THANDI MATIWANE              | 0724171781 |
| Ward 36 - LUDWIG JOHANN WINTERBACH     | 0845114170 |
| Ward 37 - SANDRA PATRICIA LYNE         | 0828965264 |

If you do not receive satisfaction from your Ward Councillor or do not receive notice of public meetings in your area, you can visit officials at your local Area Based Management (ABM) office below, or contact the Office of the Speaker.

### Msunduzi ABM Offices

| NAME             | AREA        | DESIGNATION         | CONTACT NUMBER |                                  |
|------------------|-------------|---------------------|----------------|----------------------------------|
| Lungisani Kunene |             | Process Manager ABM | 033 392 2758   | Lungisani.Kunene@msunduzi.gov.za |
| Nick Davids      | Central     | Area Manager        | 033 392 2556   |                                  |
| Themba Lyons     | Edendale    | Area Manager        | 033 392 3171   |                                  |
| Anwar Hoosen     | Bombay Road | Area Manager        | 033 387 3168   |                                  |
| Caleb Magubane   | Vulindlela  | Area Manager        | 033 505 0006   |                                  |
| Sasa Mngadi      | F J Sithole | Area Manager        | 033 392 3622   |                                  |

**Speaker's Office:**

Blessing Dlamini

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Dees Ragoonandan

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**Housing Delivery Unit:**

Radha Gounden

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**Land Invasion Task Team:**

Patrick Radebe

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