



## human settlements

Department:  
Human Settlements  
PROVINCE OF KWAZULU-NATAL

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### SUBMISSION FOR APPROVAL BY THE MEC FOR HUMAN SETTLEMENTS AND PUBLIC WORKS

#### SUBJECT: POLICY REVIEW: TRANSITIONAL HOUSING POLICY

#### 1. PURPOSE

The purpose of the submission is to note the policy review report/ feedback and the proposed recommendations herein attached as Annexure A.

#### 2. BACKGROUND

The Transitional Housing policy document became effective and was approved on the 2 September 1998. The National Department of Human Settlements acknowledged that the Housing Subsidy Manual did not distinctively make provision of funding for transitional housing.

#### 3. FINANCIAL IMPLICATIONS

There were no financial implications as the workshop for the policy was conducted internally.

#### 4. LEGAL IMPLICATIONS

There are no legal implications.

#### 5. CONSULTATION

- 5.1 The policy was circulated to stakeholders within the province only as this is a provincial policy which is applicable and caters for the specific needs of KwaZulu-Natal. On the 12th of March 2010, a questionnaire was emailed to the relevant housing stakeholders within the province. A period of 2 weeks was granted to these stakeholders within which their inputs should be submitted, however just one response was received during this period. An extension was then granted until the 1st April 2010, during the extension period only one response was received via email. After having taken into account the insufficient comments previously received the questionnaire was then redistributed at a policy workshop which was held on the 15<sup>th</sup> of October 2010. This workshop was attended by municipal housing officials, implementing agents and other relevant stakeholders. The Product

Name	K. Ranjeeth	H. Ndzalela	D. Duval	M. Milne	GM	OFO	COB	MOD	MEC
Initials									

Development component conducted a brief introduction on the Transitional Housing Policy. Thereafter a questionnaire based on the policy was circulated to the attendees. The questionnaire is attached as Annexure 1. A report was then compiled after reviewing the feedback received from the completed questionnaires which include the problems experienced with this policy and possible recommendations as suggested by the stakeholders.

5.2 Additional Institutions were later identified and thereafter a telephonic interview was conducted with each institution. These institutions were identified as they had in fact implemented the policy and were recipients of the subsidy instrument, thus they were the most suitable candidates in providing adequate information in respect of the research project. The review report was then compiled after having taken into account the additional questionnaires.

**6. MOTIVATION**

6.1 The objective of the review is to establish any problems or/and issues experienced in the implementation of the policy, this is to ensure that our policies are updated in terms of incorporating new policy developments occurring at a National Level, other Provincial departments, addressing challenges and providing a platform for new ideas.

6.2 Majority of the Departments stakeholders are not aware of the policy and the benefits of utilizing this instrument.

**7. RECOMMENDATION**

**In view of the above, it is recommended that:**

7.1 The attached policy review and the proposed recommendations therein be noted and given effect to within the 2011/2012 financial year

7.2 The Department should review its role in the context of the original policy and workshop the policy to all relevant stakeholders, internally as well as with other sector departments. This can be achieved by inviting stakeholders to policy sessions and presenting them with this policy. The focus of the workshop would be achieve consensus on the role of the Department with regard to this policy.

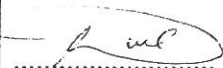
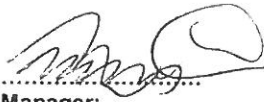

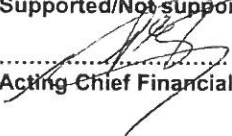
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**7. RECOMMENDATION**

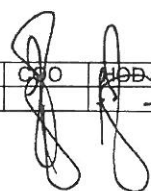
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**SIGNATURE & RECOMMENDATION PAGE**

<p>Submitted by</p> <p></p> <p>.....</p> <p>Deputy Manager: Supported/Not supported Product Development</p> <p style="text-align: right;">06/09/2011 Date</p>	<p>Supported/Not supported</p> <p></p> <p>.....</p> <p>Manager: Date: Product Development</p> <p style="text-align: right;">06/09/2011</p> <p>Comments: HEAC amended addref to recommendation etc policy workshop to explore departments role</p>
<p>Supported/Not supported</p> <p></p> <p>.....</p> <p>General Manager: Planning and Development</p> <p style="text-align: right;">20.09.2011 Date</p> <p>Comments: REVIEW OF TRANSITIONAL POLICY MUST BE SEEN IN CONTEXT OF DEPT'S CONTRIBUTION TO ECONOMIC STRATEGY OF PROVINCE ( IDENTIFIED NODES &amp; CORRIDORS, REVITALISATION OF SMALL TOWNS ETC) FOR RELEVANCE OF POLICY.</p>	<p>Supported/Not supported</p> <p></p> <p>.....</p> <p>Acting Chief Financial Officer Date</p> <p style="text-align: right;">20/6/11</p> <p>Comments: .....</p>

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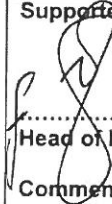
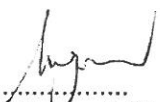











**7. RECOMMENDATION**

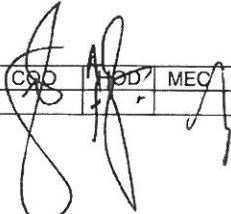
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**SIGNATURE & RECOMMENDATION PAGE**

<p>Supported/Not Supported</p> <p style="text-align: center;"></p> <p style="text-align: center;">2011/09/20 Date</p> <p>Chairperson HEAC</p> <p>Comments: .....</p> <p>.....</p> <p>.....</p>	<p>Supported/Not supported</p> <p style="text-align: center;"></p> <p style="text-align: center;">2011/09/20 Date</p> <p>Head of Department</p> <p>Comments: .....</p> <p>.....</p> <p>.....</p>
<p><b>Noted: <del>Approved/Not Approved/Approved as amended</del></b></p> <p style="text-align: center;"></p> <p style="text-align: center;">20/09/2011 Date</p> <p>MEC for Human Settlements &amp; Public Works</p> <p>Comments: .....</p> <p>.....</p> <p>.....</p>	

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## human settlements

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### **POLICY INFORMATION SESSION EVALUATION REPORT: TRANSITIONAL HOUSING**

#### **A. PURPOSE**

The purpose of the information session was to review the existing Transitional Housing policy and subsequently consider any amendments or inputs which need to be factored into the policy once comments have been received from the stakeholders.

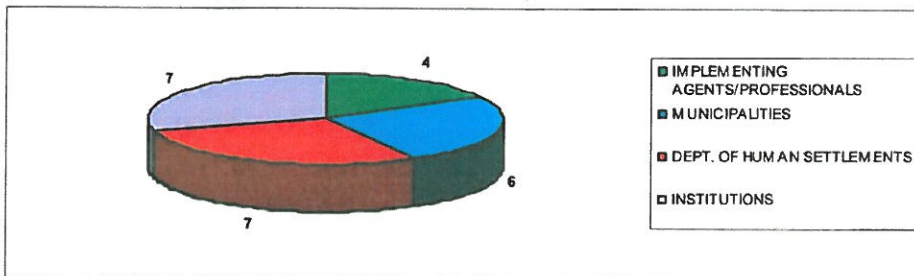
#### **B. BACKGROUND**

The Transitional Housing policy document became effective and was approved on the 2 September 1998. The National Department of Human Settlements acknowledged that the Housing Subsidy Manual did not distinctively make provision of funding for transitional housing and the objectives of this policy were to ensure the safety and security of people who could not afford conventional accommodation options and provide practical and accessible accommodation alternatives for street traders.

#### **C. METHODOLOGY**

A survey questionnaire was designed to gather input or suggestions from stakeholders (Annexure 1: copy of the questionnaire). On the 15th of March 2010, a questionnaire was emailed to the relevant housing stakeholders which comprised of municipalities, implementing agents and internal staff. A period of 2 weeks was granted to these stakeholders within which their inputs should be submitted (Annexure 2: copy of email). The final date for submission of inputs was the 26th of March 2010. Only one response was received as a result, a reminder was sent out on the 26th of March 2010 informing stakeholders that an extension for submission of inputs was granted until the 1st of April 2010. During the extension period only one response was received. In total only two responses were received for this exercise. Due to the poor response received from earlier attempts in securing adequate feedback, the questionnaires was then re-distributed at a policy information session which was held on the 12<sup>th</sup> of

November 2010. The session was attended by municipal housing officials, implementing agents as well as other relevant stakeholders (Annexure 3: copy of attendance register). The initial survey questionnaire was then circulated to all those who attended and a total of 21 participants completed the questionnaire. Additional Institutions were later identified and thereafter a telephonic interview was conducted with each institution. These institutions were identified as they had in fact implemented the policy and were recipients of the subsidy instrument, thus they were the most suitable candidates in providing adequate information in respect of the research project. The review report was then compiled after having taken into account the additional (six) telephonic interviews. (Annexure 1: copy of the Questionnaire).



*The chart above categorizes the various stakeholders who completed the questionnaire*

#### **D. FINDINGS**

This evaluation report summarizes the findings of the review process and further outlines the possible recommendations/suggestions that can be effected to improve the quality of this policy. The following results were received as per questionnaire:

1. Are there any challenges that you have experienced during the implementation of this policy?

At least 30% of the participants identified the following challenges:

- Maintenance (refurbishment and renovation) of these facilities is an issue as well as the collection of daily rates is unreliable. There is no budget allocated for the maintenance and endurance of the institution.
- The quality of these transit housing is generally unhealthy and the Department needs to consider creating a system whereby the transit housing can be inspected and monitored in order to determine the living conditions of same.
- Institutions which currently manage rental units are not specifically interested in managing transitional institutions, due to the possible social problems which may arise from the establishment of such developments.
- Furthermore the income generated through these institutions is not a standard or fixed monthly income since this is dependant on

the traders who may utilize the facility. This poses as a major problem as most of these institutions are eventually discontinued as they cannot manage the costs of basic services.

The outstanding 70% of participants indicated that they were not familiar with the policy and had not implemented same at any point in time.

2. The following suggestions were identified in order to improve the quality of the policy and overcome these challenges:

At least 25% of the participants provided the following suggestions:

- The quality of material used in the building of transitional housing should be improved as this would positively impact on the maintenance and long term sustainability of the institution.
- Transitional housing should be built near services and social amenities.
- A different funding mechanism should be considered in order to make these transitional housing institutions more viable and same should be incorporated into the policy. The Department can develop this funding mechanism and provide the funding for these institutions. It is suggested that a management fee be introduced into the transitional housing system in that, the Departments property management component would undertake and supervise the management of this task. The management fee could cover administration fees and payment of cleaners during the functioning of a transitional housing project.
- The Department should consider providing a maintenance subsidy towards the institutions.

The outstanding 75% of participants indicated that this policy should be work shopped to stakeholders so that they are aware that this subsidy instrument is available and are also advised as to how this policy is applicable and beneficial should any stakeholder opt to use same.

## **E. LIMITATIONS**

The questionnaire was only completed by those stakeholders who attended the workshop but no methodology was applied to ensure that the sample represented the view of the entire province. However the invites to policy workshops ensures that all regions, implementing agents and relevant stakeholders are invited and in circumstances where the stakeholder is not available they are requested to nominate a representative to attend the workshop. The level of participation and interaction at the workshop was not as satisfactory as expected in that most stakeholders were not familiar with this policy and thus could not provide adequate input when completing the questionnaire

## **F. CONCLUSION**

It can be concluded that whilst the policy has been in existence for a number of years it would appear that not all stakeholders are aware of this instrument.

## **G. RECOMMENDATION**

In view of the above, it is recommended that the Department should:

Review its role in the context of the original policy and workshop the policy to all relevant stakeholders, internally as well as with other sector departments. This can be achieved by inviting stakeholders to policy sessions and presenting them with this policy. The focus of the workshop would be achieve consensus on the role of the Department with regard to this policy.