

### 2.10.2 Annual performance as per key performance indicators in waste management services

Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
Percentage of households with access to refuse removal services	156 000	40 488	116 000	115 512	74%

### 2.10.3 Major challenges in waste management services and remedial actions

CHALLENGES	REMEDIAL ACTION
1. Illegal Dumping	<ul style="list-style-type: none"> <li>. The Department has trained 10 Peace Officers that will enforce waste management by-law.</li> <li>. The Department is in the process of procuring shipping containers that will serve as garden transfer stations. These will be placed in areas where garden transfer stations are not existing</li> </ul>
2. Land for Central transfer station	<ul style="list-style-type: none"> <li>. The Department will engage the (Integrated Environmental Management Planning) IEMP Unit to assist with Environmental Impact Assessment (EIA).</li> <li>. The Department has further engaged Land Administration Department to facilitate land acquisition process.</li> </ul>
3. Polokwane declaration: zero waste to landfill site by 2020	<ul style="list-style-type: none"> <li>. The Department, together with the Provincial Department of Social Development, have implemented SEPARATION AT SOURCE project in Quigney. This is a pilot project that will influence other similar projects to follow.</li> </ul>
4. Funding for the 3 <sup>rd</sup> Cell: Roundhill Landfill Site	<ul style="list-style-type: none"> <li>. The Department has engaged the Project Management Unit (PMU) Unit to assist with MIG funding.</li> </ul>
5. Ageing Infrastructure: refuse compactor trucks	<ul style="list-style-type: none"> <li>. The department has submitted a request to the Restructuring and Fleet Management Committee even though the committee has no available funds to assist Solid Waste.</li> </ul>
6. Community mindset and behaviours	<ul style="list-style-type: none"> <li>. The Department has conducted Clean-up Campaigns &amp; radio awareness campaigns with the aim to educate the residents on ways of looking after their environment and</li> </ul>



	surroundings.
7. Integrated Waste Management Plan aligned with NEMWA (National Environmental Management Waste Act)	. The Department is in the process of reviewing IWMP that was adopted in 2003 by Council.
8. Waste Management By-Law	. In line with NEMWA, the Department is in the process of reviewing these by-laws to be enforced by Peace Officers.

## 2.11 Housing and town planning

### **Low Income Housing:**

The objective of BCM is to accommodate all residents residing in informal settlements into formal housing through an incremental process. This will result in those currently receiving a sub-economic RDP level of services, receiving full level of RDP or higher level of services. However, due to the extent of the housing to be delivered and the income levels of the beneficiaries, the impact of this housing programme will be significant both in terms of land acquisition, state land transfer water/sanitation services provision (extent of infrastructure required to support such development) and the sustainability of the Municipality to maintain such services (most beneficiaries of the housing programme will more than likely not be able to afford the higher levels of service). Therefore, there is a need to review and investigate alternative technology options, which will both have reduced impact in terms of water /sanitation service provision requirements and are acceptable to communities.

Although the actual numbers and delivery rates of low income housing are uncertain due to funding commitment, it is anticipated that there may be a significant increase in low income housing units in the short to medium term, with higher levels of service being provided.

### **Middle & High Income Housing:**

Although the actual numbers and delivery timeframes for the middle to high income housing are uncertain at this stage, it is anticipated that delivery could be significant in the short to medium term, with full levels of service being provided. Delivery in certain areas could however be inhibited by bulk infrastructure constraints or financial constraints to provide the requisite infrastructure.

In the 2009/2010 financial various housing projects were implemented within the City by the Municipality and the Provincial Department of Human Settlements and other private service providers. These projects are located within East London, Reeston, Duncan Village, Mdantsane / Potsdam, King William's Town and rural areas.

In terms of low cost housing developments undertaken by the Municipality and the Provincial Department of Human Settlements, it was anticipated that approximately 6000 low cost units in various related projects within the City will be built. Top Structure construction took place in projects such as Reeston Phase 1 and 2, Ilitha South, Tyutyu Phase 1 and 2, Dimbaza Phase 2, Amalinda Simanyene, Z Soga, Tshabo phase 1 / 2, and Cambridge Phase 3, During the financial year 3614 top structure site excavations were completed, 3494 units were built to roof level, 3289 units were brought to practical completion and 1170 completed units were handed to beneficiaries. The delays in handing over the practical completed units were mainly attributed to the completion of minor technical remedial works and also illegal occupation of the units / sites approved to beneficiaries.



The Municipality has had various blocked housing projects due to poor performance of appointed contractors; these projects have now been unblocked with additional funding from the Provincial Department of Human Settlements.

### Housing and town planning

In terms of the Housing Act of 1997 and also with reference to the housing accreditation framework, the Municipality undertakes to set housing delivery goals, identify and designate land for housing development, initiate, co-ordinate facilitate, promote and enable appropriate housing development. As part of the IDP take steps to ensure that the inhabitants of its area have access to adequate housing on a progressive basis and conditions not conducive to health and safety are removed. Provision of services such water, sanitation, electricity, roads, storm water drainage, transport, bulk infrastructure.

In terms of section 83 of Local Government: Municipal System Act, 2000 (Act 32 of 2000) and The Housing Act (No. 107 of 1997) a Housing Sector Plan (HSP) has been compiled and adopted for the period 2008 – 2012. HSP is intended to be a guiding document that will help the municipality achieve the objective of providing sustainable housing for its residents.

The HSP is based on the principles, policies and proposals of the Housing Policy and Implementation Plan, (HPIP) prepared in 2003.

As a contribution to the HSP, the City is in a process of developing an Integrated Sustainable Human Settlement Plan (ISHSP) that would define what is required to unlock housing delivery in a particular area of BCM & what other social, infrastructural goods and services would be required to do so in a holistic and integrated way. ISHSP will be part of the IDP and would not be seen as a stand-alone Strategic Development Plan.

The Municipality also acts as developer by undertaking the implementation of low cost housing projects.

The municipality is currently involved in the following priority housing programmes:

- Emergency housing programme;
- Upgrading of informal settlement programme ;
- Rural housing subsidy programme;
- Project linked subsidy programme;
- Disposal of municipal housing stock (discount benefit scheme);
- Social Housing support programme; and
- Consumer education.

The Key Role-Players are as follows:

Key Role Players	Roles played
Housing Department within the Office of the Chief Operating Officer.	Strategic planning , housing management, coordination and implementation
Directorate of Engineering Services.	Provision of bulk infrastructure services and internal reticulation services
Directorate of Planning and Economic Development.	Spatial planning, land identification, Township Establishment and Approval of General Plans.
Directorate of Community Services.	Environmental Impact assessment



Directorate of Finance.	Capital and Operating budget management.
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### Level and standards in Housing and town planning services

- With regard to Housing the SABS standards and National Building Regulations are applied. The minimum standards as set out in the Specifications of the Norms and Standards in respect of permanent residential structures are applied.

Density	Dwelling units per hectare	Erf sizes
High	50 + du/ha	n/a
Medium	20-50 du/ha	80 to 240 metre square
Low	5- 20 du/ha	300 to 1000 metre square

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In terms of low cost housing developments undertaken by the Municipality and the Provincial Department of Human Settlements, it was anticipated to construct approximately 6000 low cost units in various related projects within the City. House construction took place in projects such as Reeston Phase 1 and 2, Ilitha South, Tyutyu Phase 1 and 2, Dimbaza Phase 2, Amalinda Simanyene, Z Soga, Tshabo phase 1 / 2, and Cambridge Phase 3, During the financial year 3614 top structure site excavations were completed, 3494 units were built to roof level, 3289 units were brought to practical completion and 1170 completed units were handed to beneficiaries. The delays in handing over the practical completed units were mainly attributed to the completion of minor technical remedial works and also illegal occupation of the units / sites approved to beneficiaries.

The Municipality has had various blocked housing projects due to non performance of appointed contractors; these projects have now been unblocked with additional funding from the Provincial Department of Human Settlements.

#### 2.11.1 Annual performance as per key performance indicators in housing and town planning services

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (Actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
1	Percentage of households living in informal settlements	+/- 43022	75000	5000	5000	60% (change)
2	Percentage of informal settlements that have been provided with basic services					



	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (Actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
3	Percentage of households in formal housing that conforms to the minimum building standards for residential houses	100% (change)	+/- 43022	5000	5000	60%

### 2.11.2 Major challenges in housing and town planning services and remedial actions

#### Challenges (Housing)

- Slow and complex land identification and development processes;
- Limited land in close proximity to the city centre;
- Land invasions and uncontrolled growth of informal settlements;
- Limited capacity of bulk services to meet the demands of new developments (roads, water, sewerage, electricity and storm-water);
- Securing funds for the coordinated supply of social infrastructure such as schools, clinics, sports and recreational facilities and operational costs associated with managing the services;
- Slow response by Province with respect to approval and conclusion of delivery contracts, movement of funds and poor decisions on approval of projects;
- Complex and time-consuming procurement processes;
- Illegal occupation of serviced sites and top structures.

#### 2.11.3 Remedial Action (Housing)

- It is necessary to establish a designated multi-disciplinary team, formulate a set of procedures to guide implementation of projects, establish a Housing Development Bridging Finance Fund and devise an appropriate quota system for allocation of subsidized housing to meet the needs of special groups, aged and disabled;
- Attaining a high level of consumer participation, appropriate consumer relations and a Housing Needs Data Base;
- Effective stakeholder partnerships are required and in order to have effective participation it is necessary to establish an emerging contractor skills training and mentorship programme;
- Meeting the backlogs and addressing the housing needs of all income groups over the next five years;
- Developing Integrated Sustainable Human Settlements by linking new mixed use development projects to transportation, schools, clinics, retail facilities, employment opportunities and other services;
- The housing environment will need to be enhanced through providing sustainable development in safe areas, avoiding steep slopes and flood plains;



- The municipality intends to improve on the settlement upgrading programme in rural and urban areas as a matter of priority and in so doing it will conduct a detailed study and feasibility analysis of upgrading of all informal settlements;
- Acquisition and preparation of land is considered a vital component of housing delivery;
- As a component of achieving integrated sustainable human settlements, the municipality is committed to embark on a high density housing initiative to manage urban sprawl;
- The initiative proposes to position higher density housing in precincts close to transport nodes, along corridors and economic hubs;
- A further component of integrated sustainable human settlement is social housing and its role in directing development into designated inner city development zones;

**These are key activities of housing department:**

Project identification, prioritization and assessment.

- Developing and implementing housing strategies and Housing Sector/ Master Plans;
- Subsidy budget Planning and Allocation Process (on an annual basis in advance of and coincide with both the municipal annual financial year and the Provincial MTEF budgeting cycle; the municipality is required to allocate the municipal housing budget to various housing programs and projects operational within its jurisdiction; and
- Administer and manage housing programs and projects according to set time frames, quality standards and costs.
  - I. Informal settlement upgrading.
  - II. Greenfield development.
  - III. Block projects assessment.
  - IV. Emergency housing support.
  - V. Rural housing development.
  - VI. Consolidated housing subsidy programme
  - VII. Support to social housing development.
  - VIII. National Housing programmes (BNG)
  - IX. SCCCA
- Beneficiary management including registration, capturing and verification (Approval to be done by the Provincial Department of Housing.
- Quality assurance which includes inspection and verification of houses for all prioritized programmes and projects.
- Project implementation and management,

**Housing Accreditation: Level 1**

Currently the municipality has been delegated in terms of level 1 accreditation. Level 2 accreditation is to be accomplished in the 2011/2012 financial year. Capacity and operating funding for level 1 delegated function has been received from the Provincial Department of Human Settlements.

**3.11.4 Housing Needs Demand Data Base and Housing Backlog**

The Municipality has commenced with the establishment of a new Housing Needs Demand Data Base. The data base will capture housing requirements for all income groups, those with special needs, housing tenure requirements etc. One of key challenges affecting the Municipality is to ensure fairness and transparency in the housing allocation and registration process. To achieve



this, the Department has drafted a housing allocation and relocation policy which is to be approved by Council.

The policy will also reflect on the establishment of a single housing allocation committee of municipal and provincial housing officials. Approval of the policy by Council is expected in the 2010/2011 financial year.

In terms of the current demand data base 53 100 beneficiaries have registered (back yard shack dwellers, informal settlements, existing overcrowding). Included in the 53 100 applicants is the Duncan village shack and population survey of 21 000. Through technical support from the National Department service providers it has been established that within the 53 100 applicants, there are applicants who have previously been assisted with state/private housing, submission of incorrect identity documents, have applied more than once for housing assistance etc. These anomalies are being addressed by the Department. The registration process is ongoing and Council will be kept informed of progress.

### **Measures taken by BCM to prevent delivery of poor low-cost houses**

On poor quality top structures being built, action is being taken against contractors in terms of the contractual agreements signed. The situation has improved with regular on site management. The BCM Housing Department has requested for additional accreditation funding from the Provincial Department of Human Settlements to increase capacity on quality control officers. Technical courses have also been identified to send officials for training. Challenges were experienced with limited municipal vehicles being available. BCM Housing department has requested through fleet management to acquire additional vehicles. This matter has been considered. Inspections are being done jointly between BCM and the Provincial Department building inspectors.

#### **2.11.5 Getting ready for the Metro status**

In preparation for the metro status of the municipality in 2011, the organogram of the Housing Department is being reviewed subject to Council approval. In line with this review, it is proposed that a new directorate should be established; named "Directorate of Human Settlements", headed by a Director, with a General Manager being second in charge. The directorate will have three specific divisions headed by respective Programme Managers, as follows:

- (i) Strategic and financial support;
- (ii) Housing administration and
- (iii) Project technical & Implementation.

A funding application has been submitted to the Provincial Department of Human Settlements to finance the positions of the Director and General Manager from accreditation funding.

#### **2.12 Mdantsane Urban Renewal Programme (MURP) and Duncan Village Redevelopment Initiative (DVRI)**

Key activities of MURP and DVRI

The key activities of MURP and DVRI entail the development of programmes and projects earmarked to:

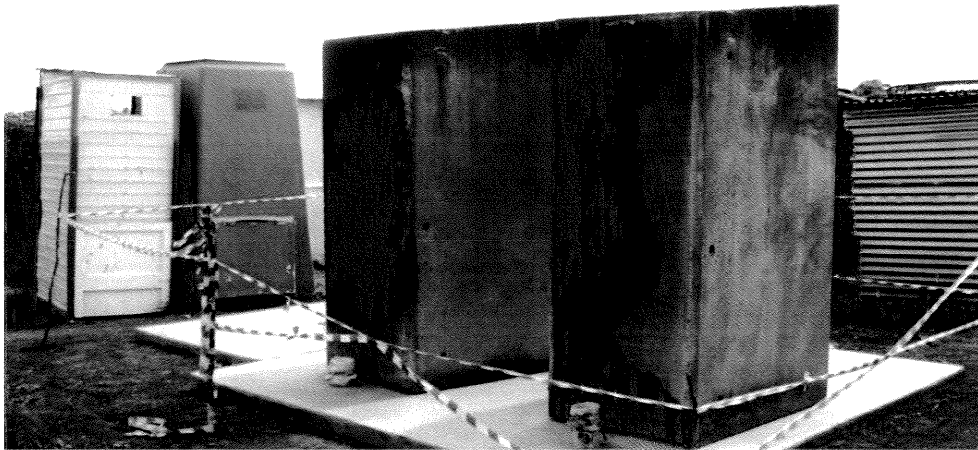
- Fight poverty and underdevelopment in Mdantsane and Duncan Village.



- Maximize the quality and the quantity of service delivery in Mdantsane and Duncan Village.
- Achieve increased equity, by bringing the social facilities, amenities, economic and social opportunities to people of Mdantsane and Duncan Village.
- Encourage social cohesiveness in Mdantsane and Duncan Village.
- Eradicate informal settlements, particularly in Duncan Village.
- Solicit funding from external funders, i.e donors, relevant provincial and national departments, and the private sector, for implementation of projects in Mdantsane and Duncan Village.
- Create strategic partnerships with key stakeholders to realise the objectives of these two programmes.
- Coordinate projects implemented by line departments and provincial and national sector departments in Mdantsane and Duncan Village.
- Mainstream projects and programmes implemented in Duncan Village and Mdantsane in all BCM line departments.

#### 2.12.1 Progress with Mdantsane Urban Renewal Programme (MURP)

Some projects which are implemented by line departments like roads are progressing fairly well in Mdantsane. However, the coordinating role played by the MURP unit remains a challenge, as there is still minimum cooperation from line departments. A number of projects to address the national URP objectives have been implemented with significant progress made, both infrastructure and socio-economic projects, as outlined in departmental reports within this Annual Report.



Chemical toilets replaced with waterborne toilets at Lillian Ngoyi informal settlement, N U 8, implemented by the Water and Sanitation division within Engineering Department.

The main funder of MURP remains the European Union (EU) through its Sector Policy Support Programme (SPSP). The EU has been unsatisfied with the performance of the municipality in implementing its SPSP and MURP broadly. The EU strongly considered closing the programme as a result thereof. The MURP unit fruitfully engaged the EU and stood its case, to an extent that the SPSP has been restored and further extended for additional two years, ending in December 2012.

This simply means that BCM will receive EU funding until such time.

Despite the coordinating role of MURP, there are some projects that are under direct implementation of the MURP unit, which are, Street and Neighbourhood naming; ICT Center;



Internship; MURP Audio News and CBD regeneration. The progress made in these projects during the 2009/10 financial year is outlined below:



Public meeting to present the draft database of street and neighbourhood names at N U 12 community hall

- Street and Neighbourhood naming: through public participation mechanisms, a database of street names was developed and demarcation of neighbourhoods was conducted. As a result thereof, six neighbourhoods were developed using fixed boundaries like ridges and valley. This project is funded by the European Union.

- ICT Center Phase 2: the center provided computer literacy tuition to 74 students. Also, support services have been rendered, ranging from photocopying, fax, internet, printing and design. This phase was funded by the Department of Local Government and Traditional Affairs.



Students using e-learning at the Mdantsane ICT Center

- Internship Programme: The objectives of this programme are to create access to employment opportunities for the unemployed graduates and thereby reducing the unemployment levels in Mdantsane. These graduates are given relevant working experience by employing them on a six months contract, placed various line departments of the municipality in accordance with their educational qualifications. The contract period is renewable depending on the performance of the incumbents and the need for further services by the department. During the 2009/10 financial year, 12 interns were appointed and placed at the following departments:
  - i) MURP
  - ii) DVRI
  - iii) Communications
  - iv) Special Programmes

