Do Informal Land Markets Work for Poor People?

An assessment of three metropolitan cities in South Africa

Research method and survey design

Isandla Institute and
Stephen Berrisford Consulting
with Progressus Research and Development

Urban LandMark

MAKING URBAN LAND MARKETS WORK FOR THE POOR

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1 Introduction

This document describes the methodology and survey design for the generation of data for the project: *Operation of the urban land market*. The methodology consists of three main components:

- A literature review
- A qualitative survey
- A quantitative survey

In addition, statistical and contextual legal data was gathered and analysed.

2 Literature survey

The aim of the literature review is to engage in a desk-based study to collate and analyse current information and knowledge on informal market dynamics and the management of urban land systems in South Africa and other developing countries.

The review includes literature that has a focus on:

- Conceptualising the city
- Conceptualising ‘informality’ more generally
- Conceptualing ‘informality’ in South Africa
- A review of work that focuses directly on informality and urban land and urban housing and which is primarily focused on African research but which will also draw on other studies that have been important from other regions in the Global South (for example, de Soto (1989))
- A review of work focused on Africa that concentrates on urban land management systems and their components (e.g. functioning markets, land reform policies, etc)
- A review of work on focused on South Africa that concentrates on urban land management systems
- A list and preliminary analysis of South African legislation that is relevant to systems of urban land management
- A list and brief profile of generic actors and specific institutions that is relevant to urban land systems in South Africa.

The output produced is a literature review (report). The review also informed a set of conceptual parameters for the qualitative survey.

3 Qualitative survey

The qualitative survey seeks to answer the follow research broad question: How do mainly poor people transact and hold land in Cape Town, eThekwini, and Ekurhuleni? This was achieved, firstly, through ‘life history’ interviews with mainly poor people in a range of city locations ranging from the inner city to peripheral peri-urban areas and, secondly, through a small selection of semi-structured interviews with ‘market-maker’s and key metropolitan council officials in the various cities.

3.1 'Life history interviews'

Twenty-eight 'life history interviews' have been conducted in each of the three case study areas. The 'life history' technique of interviewing is "uniquely suited to depicting and making theoretical sense of the socialisation of a person in a cultural milieu" (Marshall and Rossman 2006, 115). The technique provides a means of identifying how a person enters a place or social group and becomes socialised into it and therefore offers a means of identifying how (poor) people learn to meet the (informal/ extra-legal) normative expectations of accessing, holding, and trading land. The strengths of this approach are:

- It provides an unobtrusive and unthreatening way of obtaining information on 'extra-legal' activities
- Because it provides a significant portion of the interviewee's life, the researcher can engage with these experiences more fully
- It provides a rich source for testable hypotheses
- It depicts "actions and perspectives across a social group that may be analysed for comparative study" (Marshall and Rossman 2006, 116).

Transcriptions of the 'life history interviews' have been produced.

3.2 Case study areas

In this section we set out the rationale for the case study areas. The brief proposed that survey work be conducted in eight settlements in four cities or towns, combining metropolitan and non-metropolitan areas and covering at least three provinces. In the project proposal by Isandla Institute/Stephen Berrisford Consulting, the argument was made to focus on the city/urban area as a whole rather than settlements. An alternative was suggested of a more in-depth approach of four qualitative surveys distributed across two metropolitan areas and one large town and one small town. Isandla Institute/Stephen Berrisford Consulting proposed that the quantitative survey that would follow would focus on two areas – one metropolitan and one small/large town. The idea of weighting the survey work in favour of the qualitative surveys was to generate as much new information as possible.

However, the weighting in favour of qualitative surveys would have resulted in a situation where two of the qualitative surveys would have been disregarded because they were not followed through with a quantitative survey. To avoid this problem implied doing as many qualitative surveys as quantitative. An agreement was therefore reached between Urban LandMark and Isandla Institute/Stephen Berrisford Consulting to undertake the qualitative and quantitative survey work in three metropolitan areas covering three provinces – Ekurhuleni (population ± 1 709 000),[1] eThekwini (population ± 2 520 000) and Cape Town (population ±2 557 000). The advantages of this approach are that South Africa's metropolitan areas are covered. It also makes this research more comprehensive as the metropolitan areas tend to have better data and greater staff capacity to engage with the issues. Furthermore, it could be argued that highlighting issues relating to the greatest concentrations of urban

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[1] These figures are drawn from USN and Development Works (2003, 48) for indicative purposes only.

poverty is politically important in a context where the government tends to prioritise rural poverty.

The disadvantage of this selection of metropolitan case study areas is that it does not offer any insights into land issues in the larger/smaller towns. This is an issue because data suggests that South Africa’s secondary cities and larger towns are the focus of substantial circular migration patterns and, arguably, new, generative industries will have more profound effects on a large town (e.g. the Platinum mines near Rustenburg) than on a metropolitan area.

However, the ability for Urban LandMark to make reasonably inclusive claims about the three major metropolitan areas is more important than being able to make less substantial claims about a broader range of settlements.

The rationale for choosing the three metropolitan areas is summarised below.

3.2.1 Ekurhuleni

Johannesburg was not considered, because there have been a number of studies of urban land in Johannesburg. Ekurhuleni includes a wide range of land uses and anecdotal evidence suggests the presence of significant number of foreign nationals.

3.2.2 eThekwini

eThekwini has an active informal settlement housing programme and has developed innovative ways of providing poor people (e.g. street traders) with access to land in the central city area. The most recent municipal boundary demarcations have resulted in land that was held in communal tenure arrangements being incorporated in the city. eThekwini Municipality has a large, influential land owner (Tongaat-Hulett) to engage with in developing the north of the city.

3.2.3 Cape Town

Post-apartheid local government in Cape Town has arguably pursued a more basic-needs development approach than the other metropolitan areas. This institutional difference, the historical influence of population ‘influx control’, and Cape Town’s attraction as a property investment opportunity for wealthy foreign nationals combine to create particular land dynamics.

3.3 Method for selecting case study sites within metropolitan areas

The original proposal suggested that the sample areas would be generated through the ‘transect walk’ with local key informants and that a final decision on the sampling approach be delayed until after the literature review. Two possible approaches to defining the sample areas were identified. The first approach is to identify ‘interface zones’. In a study of Maputo’s urban land markets, Paul Jenkins (2002; 2004) used 'focus zones' where different land mechanisms were most obviously in contact to create sample areas.

The second approach is to identify the 'core' areas of predominant land mechanisms and stay clear of the 'interface zones'. This approach has been utilised in this research, as it was seen to reduce the chances of encountering fundamentally hybrid transactions.

The method for selecting the case study sites in the three metropolitan areas was informed by a number of factors:

- The requirement to balance the ability to produce a level of generalisations and comparability across the metropolitan areas while still accommodating the uniqueness of each.
- The parameters of the project suggested that approximately 28 qualitative interviews could be executed in each of the three metropolitan areas.
- Expert advice suggested that at least 8 qualitative interviews were required per sample area within each of the metropolitan areas. It was therefore calculated that three sample areas should be selected per metropolitan area.[2]
- It was agreed that a typology of settlement types offered the clearest way to distinguish between different types of land markets. From an initial list of settlement types developed on the basis of the literature review, three settlement types were selected.
- The first two settlement types were held in common across the three areas while the third was determined according to specificities in each metropolitan area.[3] Thus the settlement types held in common were an informal settlement and a RDP housing project where the construction phase had been completed for at least 2 years.[4]
- Within each metro a third, specific, settlement type was selected that was considered to be important in that metropolitan area.
- Finally, the selection of sample areas was informed by a requirement to obtain a slice across each metropolitan area and provide a base for the further quantitative survey.[5] This meant that a distribution of areas across the metropolitan area was sought and achieved. To provide an adequate size sample for the quantitative survey to follow, sample areas were chosen that had a size of between 1500-3000 units.

It was further decided that to simplify the study the respondent variables of age and race would be dropped and that the random sample would only be stratified according to gender.

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[2] The difference between the initial 8 interviews x 3 areas = 4 interviews. These four interviews were held over to be executed as potential follow-up opportunities to clarify issues once the qualitative and quantitative surveys were completed.

[3] The level of specificity varies. For example, while tribal land systems are only operating in eThekwini Municipality, backyard shacks are a reality in all three metropolitan areas.

[4] Note: this did not require the transfer of title deeds and land registration systems to have been completed.

[5] See Jenkins (Jenkins, 2002 #1102@10) for a similar methodology based on a 'slice' of the urban environment.

3.3.1 Process

On the advice of municipal officials,[6] and in terms of the criteria set out above, settlements were chosen as follows:

	Cape Town	**Durban**	**Ekurhuleni**
Informal settlement	Nkanini	Blackburn Village	Somalia Park
RDP housing project	Delft	Old Dunbar (Cato Manor)	Kingsway
Unique aspect	Manenberg Council rented stock – the extra-legal trading of council stock is a key issue in Cape Town	Sobonakona Makhanya Tribal – the incorporation of tribal land in eThekwini Municipality raises interesting issues and other research indicates the current importance of people's experience of tribal land transaction processes.	Wattville Backyard shacks – this form of trading in land is prevalent in many of the metros and is one of the most important ways in which poor people access urban land.

Within each area, the local councillor was informed of the project and its objectives. Community liaison was executed by Progressus.

Within each case study area, the respondents were randomly selected and the main occupants of the selected unit was interviewed in the relevant language. The respondents were stratified in terms of gender.

3.3.2 Justification for each sample area

3.3.2.1 Cape Town

Nkanini

Nkanini is one of the few informal settlements that have been established in the last few years and anecdotal evidence obtained by the municipality indicates a high level of land transactions. Nkanini also meets the size criteria of between 1500 and 3000 units for the quantitative survey to follow.

Delft

Delft was one of the few RDP projects that have been completed in Cape Town over the last few years that met the size criteria of between 1500 and 3000 units. Delft is also interesting because it contains a mixed population of both African and Coloured people that were relocated by the municipality.

Manenberg

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[6] Cape Town: Norah Walker; eThekwini Municipality: Mark Byerley, Faizal Seedat, Peter Gilmore; Ekurhuleni: Bernard Williamson.

Municipal officials are aware that Manenberg and Hanover Park public housing areas have high levels of unlawful occupants (i.e. sub-tenants who have taken over the house, people who invaded the house when the tenant moved out and people who hijacked the house when the new tenant tried to move in). However, given the sudden eruption in gang violence in Hanover Park at the time of the qualitative survey it was decided to focus on Manenberg.

3.3.2.2 Durban

Blackburn Village

The Metro Housing Department have managed to restrict the number of land invasions in the metro in the last few years due to a coherent delivery programme and better relationships with community groups. Blackburn Village is one of the few more recent invasions to have occurred and anecdotal evidence suggested a high number of land transactions were taking place.

Old Dunbar

Old Dunbar was selected because it met the criteria of being completed in the last two years and was one of the few informal settlement upgrades to meet the size requirement in Durban.

Sobonakhona Makhanya

This tribal area was chosen on the basis of the evidence of the largest concentration of land transactions that had passed through the system of the Rural Area Based Management Pilot Programme of eThekwini Municipality. Another factor was the historical accessibility of the Inkhosi and izinduna of the area.

3.3.2.3 Ekurhuleni

Somalia Park

Somalia is an informal settlement that contained a sufficient number of units for the survey. It also happened to be one of the areas that was chosen to conduct the pilot survey.

Kingsway

Kingsway is an RDP housing project where the construction phase was completed more than two years ago and is immediately adjacent to a large informal settlement known as Lindelani. Kingsway was selected because it was anticipated that dynamics within the adjacent informal settlement could be important.

Wattville

Municipal officials advised that backyard shacks could be found in almost any historically-black township in the East Rand. Wattville was selected because it met the size criteria and ensured the spatial distribution across the metro that was desired by the methodology.

3.3.3 Selection of interviewees

The researchers engaged with Councillors and key role players in each of the study areas in order to build trust and identify local informants who worked closely with the researchers in identifying interviewees. This was important for the researchers in helping to identify appropriate interviewees that represented the criteria described below.

The interviewees were sampled to create an equal number of respondents from both genders as accessing, holding and trading land is undoubtedly gendered and highly biased, especially against poor women.

3.3.4 Survey process

This section details the process that was followed in undertaking the ‘life history interviews’.

1. Preparation of background material to train fieldworkers. This was drawn from the literature survey.
2. Establishment of co-operation and relationship building with the local authorities/key informants within the case study areas.
3. Selection of fieldworkers. Fieldworkers worked in pairs, which allowed one fieldworker to lead the interview while the second fieldworker was recording (and if necessary translating) the answers and remained alert to issues that the interviewer may not have picked up on. It was anticipated that the interviews would be intense and that there would be a need for another fieldworker to be slightly removed from the direct line of questioning. The low-tech option of writing answers down was seen as less intimidating for those interviewees who are engaged in ‘extra-legal’ activities. It was also logistically less intensive and, most importantly, cut down on the time and expense needed to transcribe the ‘life-history’ interviews.
4. Training of fieldworkers. Progressus facilitated the training of the fieldworkers in Johannesburg. This served to cut down on time by not having to replicate the fieldwork training three times. It also cut down on costs because it meant that the Project Team spent less time training. It also ensured greater evenness in the application of the ‘life-history’ methodology/survey instrument.
5. Introduction of fieldwork teams to each of the case study areas. The aim of this step was to familiarise the fieldworkers with the overall land dynamics issues in the case study area.
6. Implementation of pilot survey.
7. Revisions to ‘life-history’ survey approach by the Project Team.
8. Implementation of survey and Progressus’ quality monitoring. The survey contained a basic section on demographics so that it would be possible to locate the respondents in a socio-demographic context and ensure that the respondents can be categorised as ‘poor’.
9. Preparation of transcripts of interviews by Progressus.

10. Data analysis of transcripts by the Project Team. The transcripts were analysed using a ‘grounded theory’ approach (see below).

The output of this component is transcripts in English of 28 interviews in each of the three case study areas.

3.3.5 Qualitative data analysis

The transcripts have been analysed using a ‘grounded theory’ approach. Grounded theory is intended to allow for new insights to emerge from the data that has been generated through the qualitative interviews. The analysis proceeds through a process of:

- Coding through constant comparison. The analysis began by questioning the data in terms of the following questions: What is going on here? What is the situation? How is the person managing the situation? The intention is to begin to identify categories, themes, and variables which make sense of what the informant has said.
- The aim has been to develop 2 or 3 core categories and the identified connections and relationships between the categories until the core categories and categories related to them are saturated.
- Core categories are identified in terms of their frequency and their connectedness to many other categories.

3.4 ‘Market maker’ interviews

In each case study area, the Project Team conducted five interviews with selected people who speak on behalf of the market, people who create the indices of land prices, and those who interpret the statistics and comment on trends. Respondents were selected from:

- Large registered estate agents
- Largest/important landowner[7]
- Largest/important property developer
- Municipal planner
- Conveyancer’s Association

As part of this process, five interviews were conducted with people having a national outlook/perspective on urban land markets. Respondents were drawn from:

- Director in Land Affairs (due to unforeseen circumstances this interview did not take place)
- Director in Housing
- Deeds Office
- Surveyor General
- Department for Provincial and Local Government (due to unforeseen circumstances this interview did not take place)

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[7] Could be either public or private depending on the case study area.

The result of this component is a set of notes relating to the interviews. Each interview has been recorded but not necessarily fully transcribed. See the list of interviewees in the Synthesis report.

The output of the qualitative surveys provided a resource upon which to develop a set of questions that could be tested quantitatively.

3.5 Statistical and contextual legal data

The purpose of the analysis of statistical and contextual legal data is to get a full picture of the land-legal framework to be able to identify ‘barriers’ to the poor accessing, trading and holding land. This information informed the formulation of questions in the quantitative survey.

The output of this component of the project also informed the literature review and the analysis of the qualitative and quantitative surveys.

4 Quantitative survey

The quantitative survey followed on from the results of the qualitative survey. The key issues in the survey were determined in consultation with the Steering Committee (set up by the Research Team), Progressus and Urban LandMark.

A survey was conducted of 643 household heads in the nine case study areas across the three metropolitan areas and realising a weighted population of 29622 households.

Progressus together with Isandla Institute liaised with all the relevant Councillors and community structures in the study areas before commencing the first phase of the study (Life history interviews). Progressus confirmed their further research involvement in each area with the relevant councillors and community structures. This was an important step in ensuring maximum cooperation and participation in the survey.

4.1 Developing the Sample

A total of 630 interviews have been conducted. Seventy interviews per settlement, or 210 interviews in each Metropolitan area, have been conducted. This translates into a sample accuracy of 95% within a range of 11.2% in each settlement (with minor deviations depending on the size of each settlement). In each settlement seven clusters have been randomly chosen. Using a systematic random sampling strategy, 11 households were drawn in each cluster. A 10% over-sample was done to ensure that the sample target of 70 is reached in each settlement. This served to off-set refusals and households where no-one can be found.

In the event of respondents not being home, at least 3 visits were made to that household at different times to minimise non-responses. The respondent was the occupant that made the decision to move to that dwelling. In instances where more than one household resided on the property, the household was sampled using a random number table. Only one household per stand was interviewed. Field monitors were trained to verify the sampling to ensure that the sampling strategy was implemented correctly.

4.2 Questionnaire Development & Survey Protocol

The questionnaire has been developed by Isandla Institute and Stephen Berrisford Consulting based on an analysis of the literature survey and life history interviews. A questionnaire protocol has been designed specifying the use of the research instruments. This served to guide the training and assist interviewers about the specific procedures to be followed.

4.3 Fieldwork Training and Piloting

Thorough training and the evaluation of the training outcomes are essential and form the foundation for generating quality information. Professional staff from Progressus trained all fieldworkers, with additional input from Isandla Institute. Training included constant evaluation and feedback. Training of interviewers concentrated not only on the conceptual understanding of the questions, but also an often-neglected aspect, the answer categories provided in the questionnaire. Conceptualising answers and choosing the correct answer category is essential and therefore formed an integral part of the training. Interviewers were trained in interviewing skills, with emphasis on all aspects related to interviewing. Interviewers were also sensitised to the subject matter. The monitoring staff received training in general management skills, conflict resolution and specific skills of monitoring the questionnaire or sample. All fieldwork staff received contracts that satisfied legal and practical requirements with Progressus.[8]

4.4 Data Collection

It is the experience of Progressus that effective data collection is dependant is on well-managed fieldwork systems. Progressus defines a well-managed fieldwork system as a layered supervision structure that allows both a direct hands-on approach to the management of fieldworkers, as well as a co-ordination system, which manages on a wider spectrum. A direct, hands-on approach promotes the quality of the questionnaires and the quality of the sample realisation. A co-ordination system ensures that fieldwork is done within a given time frame, and within a given budget.

Interviewers interviewed the most senior occupant or the person that makes the decision about housing. Interviews were conducted in a non-judgmental way in the preferred language of the respondent, asking each question exactly as it was written. Interviewers listened carefully to answers and then accurately recorded the respondent’s answer on the questionnaire. Where necessary interviewers probed for

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[8] In the contract, terms and conditions of the contract, remuneration and an undertaking will be set out. The contract will be available to the client should they wish to be consulted.

additional information. At the end of the interview, the interviewer asked the respondent to wait a few minutes in order to allow the interviewer to verify his/her questionnaire and check the internal consistency in the questionnaire. Where necessary, the interviewer rectified any mistakes or omissions and cleared any inconsistencies.

4.5 Daily Questionnaire Verification & Feedback

The Field Monitor delivered the completed questionnaires every day to the Questionnaire Monitor. The Questionnaire Monitor checked and verified the questionnaires on a daily basis and met the fieldwork team before they went out to the field. Problems with the completion of the questionnaire were discussed and where necessary the questionnaires were sent back to the field to be rectified.

4.6 Data Capture and Verification

Data was captured to electronic file by means of a system designed and written in Epi-Info. Professional and experienced data typists captured data. The budget allowed for single data entry. The data set was verified and the discrepancies were investigated and verified from the original questionnaires.

5 Appendix

The appendix contains examples of the seven questionnaires:

5.1 Socio-demographic questionnaire: Qualitative survey
5.2 Questionnaire: Qualitative survey
5.3 Socio-demographic questionnaire: Quantitative survey
5.4 Questionnaire: Quantitative survey
5.5 Questionnaire: “Market makers”
5.6 Questionnaire: Case study key informants
5.7 Questionnaire: Metropolitan Councils

1.1. Socio-demographic questionnaire: Qualitative survey

Demographic Questionnaire (Final V3)

Sample Number		Interviewer	
Date		Metro Area	

Q1	**How many people usually stay on this stand?** (Include tenants, and all)	
Q2	**How many people is in your household?** (Include all the people who share and/or contribute towards the household expenses and live here at least 30 days?)	

I would like to ask you some questions about the people in your household: Please list them from the oldest to the youngest

		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**
	First name/ Initial															
Q3	**Gender of the person** **1=Male**	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	2=Female	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Q4	**Age in completed years**															
Q5	**Population group**															

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	1=African 2=Coloured 3=Indian 4=White 5=Other															
Q6	What is the highest level of education that … has completed? -1 = No schooling 0 = Grade R/0 01 = Sub A/Grade1 02 = Sub B/Grade 2 03 = Grade 3/Standard 1 04 = Grade 4/Standard 2 05 = Grade 5/Standard 3 06 = Grade 6/Standard 4 07 = Grade 7/Standard 5 08 = Grade 8/Standard 6/Form 1 9 = Grade 9/Standard 7/Form 2 10 = Grade 10/Standard 8/Form 3 11 = Grade 11/Standard 9/Form 4 12 = Grade 12/Standard 10/Form 5 13 = Special School 99 = Don't know															
Q7	If Adult: Has … completed any studies after leaving school? (Only include courses of at least 6 months) If child skip to Q8															
	1 = Yes	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	2=No	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2

In the last 7 days, did … do any of the following activities?

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Q8	*Run or do any kind of business, big or small* *1* = Yes 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Q9	Did … help unpaid in a family business? 1 = Yes 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Q10	*Did … do any work on a household plot, food garden, etc* 1 = Yes 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Q11	*Did … catch any fish or wild animals for food or sale?* 1 = Yes 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Q12	*Did … do any domestic work for another household for payment in cash or kind?* *1 = Yes* 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Q13	*Did … do any other work for wage, salary, piecework pay, commission or payment in kind?* 1 = Yes 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Q14	*Did … beg for food or money in public?* 1 = Yes 2 = No	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2

Q15	**From which of the following sources does the household usually receive money?** (Answer yes for all that apply)	YES	**NO**
	Wages	1	2
	Earnings from own business or farm	1	2
	State grants (old age pension, child support, disability, foster care)	1	2
	Private pension	1	2
	UIF	1	2
	Investments	1	2
	Remittances from people outside the household	1	2
	Private maintenance (from ex-spouse or father of children)	1	2
	Other, specify	1	2
Q16	**Which one of the above sources provides the most money for the household?**		
	Wages	1	**CHOOSE 1 ANSWER ONLY**
	Earnings from own business or farm	2	
	State grants (old age pension, child support, disability, foster care)	3	
	Private pension	4	
	UIF	5	
	Investments	6	
	Remittances from people outside the household	7	
	Private maintenance (from ex-spouse or father of children)	8	
	Other, specify	9	
Q17	**What is the usual total monthly income of this household? COMBINED** (including all sources)		
	R0 – R399	1	
	R400 – R799	2	
	R800 – R1199	3	
	R1200 – R1799	4	
	R1800 – R2499	5	
	R2500 – R4999	6	
	R5000 – R9999	7	
	R10000 or more	8	
	Don’t know	9	
	Refusal	10	

5.1 Questionnaire: Qualitative survey

Life History Interview of Urban Movements

**** Record Interview & Mark Tape with Sample Number, Interviewer Name, Language & Date of Interview**

Interview Summary:

Part 1: Introduction & Completion of Demographic Questionnaire

Part 2: Can you tell me where you were born and all the places you moved to since you were born? (Record Place, Date when moved, and First Entry into Ekhuruleni)

Part 3: Focusing on this place where you are now, can you tell me the story of how you came to this place? Telling me:

- Your motivations/ Reason for coming to this place
- The Processes involved of getting this place
- Value of this place
- Kinds of Proof that this place is yours
- The Costs of living in this place
- Your plans for the future in terms of a place
- Advice you can give to people like yourself who would like to move here

Part 4: What happened to the previous place you lived when you left?

NOTE: **If there were more than 1 move as an Adult in Ekhuruleni, also ask about each Previous move as an Adult in the Metro Area (Ekurhuleni, Durban or Cape Town).**

Sample Number	
Interviewer Name	
Observer Name	
Date of Interview	

Movement from Birth Place to now

Summary of Probing Points

Main Theme	Probing Points for Observer	Answer Summary for Observer
Motivations/ Reasons to come to this place	• Forced to move/ choose to move? • Reasons for choosing this place • Is there another place you rather would have moved?	
Processes followed to come to this place	• Places and People where Information was obtained about this place? • Got advice about this place? Where? What? • Did you know people who lived here before you? • Needed permission to get this place? From whom? How? • What did they know/heard that about the place? (Good/ Bad) • Reasons for doing it this way? - Following this process described above? • How long did it take? • Risk & Benefits of process followed? • Did these risks/benefits changed over time? Are they more/less secure than previously?	

Main Theme	Probing Points for Observer	Answer Summary for Observer
Value of the place	• What were the advantages of your space for you? • What improvements did you make? • What would happen to this place if you moved away/died? • How did your life improve and decline with this move?	
Kinds of proof that this place is yours?	• Which groups/people know that this is your place? • What are the different ways they know this? • What different activities did you have to do to get this recognition? • Did you ever try to change this form of recognition? How? What happened? • Does it help a person to get other forms of recognition? • SUMMARY OF HOW THEY GOT RECOGNITION: And ask: How do these kinds of recognition get passed on?	

Main Theme	Probing Points for Observer	Answer Summary for Observer
Costs of living in this place	• What obligations do people have who live here? • Type of costs (Transport, Proximity to banks/pension/shops/employment, etc) • To whom do you pay for these? • What do you get in return?	
Future plans	• Reasons for wanting to move to another place OR Reason for NOT wanting to move? • If wanting to move: What is holding you back? • Would you move if you could make a profit?	
Advice to other people who want to move here now?	• What would a person like you have to do to get a place here now? • Are there any other processes for getting a place here now?	
What happened to the previous place you lived in when you left?	• Who moved into that space? • Did you have any say/control over who moved in? • If Yes: How did you manage the process?	

Now, lets focus on the previous place on the drawing:

Main Theme	Probing Points for Observer	Answer Summary for Observer
Motivations/ Reasons to come to that place (previous place they lived)	• Forced to move/ choose to move? • Reasons for choosing this place • Is there another place you rather would have moved?	
Processes followed to come to that place (previous place they lived)	• Places and People where Information was obtained about this place? • Got advice about this place? Where? What? • Did you know people who lived here before you? • Needed permission to get this place? From whom? How? • What did they know/heard that about the place? (Good/ Bad) • Reasons for doing it this way? - Following this process described above? • How long did it take? • Risk & Benefits of process followed? • Did these risks/benefits changed over time? Are they more/less secure than previously?	

Main Theme	Probing Points for Observer	Answer Summary for Observer
Value of that place (previous place they lived)	• What were the advantages of your space for you? • What improvements did you make? • What would happen to this place if you moved away/died? • How did your life improve and decline with this move?	
Kinds of proof that that place (previous place they lived) was yours?	• Which groups/people know that this is your place? • What are the different ways they know this? • What different activities did you have to do to get this recognition? • Did you ever try to change this form of recognition? How? What happened? • Does it help a person to get other forms of recognition? • SUMMARY OF HOW THEY GOT RECOGNITION: And ask: How do these kinds of recognition get passed on?	
Costs of living in that place (previous place they lived)	• What obligations do people have who live here? • Type of costs (Transport, Proximity to banks/pension/shops/employment, etc) • To whom do you pay for these? • What do you get in return?	

Now, lets focus on the previous place on the drawing:

Main Theme	Probing Points for Observer	Answer Summary for Observer
Motivations/ Reasons to come to that place (previous place they lived)	• Forced to move/ choose to move? • Reasons for choosing this place • Is there another place you rather would have moved?	
Processes followed to come to that place (previous place they lived)	• Places and People where Information was obtained about this place? • Got advice about this place? Where? What? • Did you know people who lived here before you? • Needed permission to get this place? From whom? How? • What did they know/heard that about the place? (Good/ Bad) • Reasons for doing it this way? - Following this process described above? • How long did it take? • Risk & Benefits of process followed? • Did these risks/benefits changed over time? Are they more/less secure than previously?	

Main Theme	Probing Points for Observer	Answer Summary for Observer
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Processes followed to come to that place (previous place they lived)	• Places and People where Information was obtained about this place? • Got advice about this place? Where? What? • Did you know people who lived here before you? • Needed permission to get this place? From whom? How? • What did they know/heard that about the place? (Good/ Bad) • Reasons for doing it this way? -Following this process described above? • How long did it take? • Risk & Benefits of process followed? • Did these risks/benefits changed over time? Are they more/less secure than previously?	
Value of that place (previous place they lived)	• What were the advantages of your space for you? • What improvements did you make? • What would happen to this place if you moved away/died? • How did your life improve and decline with this move?	

Main Theme	Probing Points for Observer	Answer Summary for Observer
Kinds of proof that that place (previous place they lived) was yours?	• Which groups/people know that this is your place? • What are the different ways they know this? • What different activities did you have to do to get this recognition? • Did you ever try to change this form of recognition? How? What happened? • Does it help a person to get other forms of recognition? • SUMMARY OF HOW THEY GOT RECOGNITION: And ask: How do these kinds of recognition get passed on?	
Costs of living in that place (previous place they lived)	• What obligations do people have who live here? • Type of costs (Transport, Proximity to banks/pension/shops/employment, etc) • To whom do you pay for these? • What do you get in return?	

5.2 Socio-demographic questionnaire: Quantitative survey

5.2.1.1.1.1 Demographic Questionnaire (Final V3)

Sample Number		Interviewer	
Date		Metro Area	

Q1	**How many people usually stay on this stand?** (Include tenants, and all)	
Q2	**How many people is in your household?** (Include all the people who share and/or contribute towards the household expenses and live here at least 30 days?)	

I would like to ask you some questions about the people in your household: Please list them from the oldest to the youngest

		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**
	First name/ Initial															
Q3	**Gender of the person** **1=Male**	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	2=Female	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Q4	**Age in completed years**															
Q5	**5.2.1.1.1.2 Population group**															

		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	1=African 2=Coloured 3=Indian 4=White 5=Other															
Q6	What is the highest level of education that … has completed? -1 = No schooling 0 = Grade R/0 01 = Sub A/Grade1 02 = Sub B/Grade 2 03 = Grade 3/Standard 1 04 = Grade 4/Standard 2 05 = Grade 5/Standard 3 06 = Grade 6/Standard 4 07 = Grade 7/Standard 5 08 = Grade 8/Standard 6/Form 1 9 = Grade 9/Standard 7/Form 2 10 = Grade 10/Standard 8/Form 3 11 = Grade 11/Standard 9/Form 4 12 = Grade 12/Standard 10/Form 5 13 = Special School 99 = Don’t know															
	5.2.1.1.1.2.1															

5.2.1.1.1.3 Q15	**From which of the following sources does the household usually receive money?** (Answer yes for all that apply)	YES	**NO**
	Wages	1	2
	Earnings from own business or farm	1	2
	State grants (old age pension, child support, disability, foster care)	1	2
	Private pension	1	2
	UIF	1	2
	Investments	1	2
	Remittances from people outside the household	1	2
	Private maintenance (from ex-spouse or father of children)	1	2
	Other, specify	1	2
Q16	**Which one of the above sources provides the most money for the household?**		
	Wages	1	**CHOOSE 1 ANSWER ONLY**
	Earnings from own business or farm	2	
	State grants (old age pension, child support, disability, foster care)	3	
	Private pension	4	
	UIF	5	
	Investments	6	
	Remittances from people outside the household	7	
	Private maintenance (from ex-spouse or father of children)	8	
	Other, specify	9	
Q17	**What is the usual total monthly income of this household? COMBINED** (including all sources)		
	R0 – R399	1	
	R400 – R799	2	
	R800 – R1199	3	
	R1200 – R1799	4	
	R1800 – R2499	5	
	R2500 – R4999	6	
	R5000 – R9999	7	
	R10000 or more	8	
	Don't know	9	
	Refusal	10	

1.4. Questionnaire: Quantitative survey

ULM Survey: March 2007 (Final 0503)

6 Questionnaire Control:	**7 Interviewer Number**		
	Checked by Monitor		
	Corrections to be made:		

Monitor Rechecked

8 Sample Control:	**9 Sample Number**	
	Date	2007 / 03 /____

DEMOGRAPHICS

1. **Interviewer, please mark area**

Kingsway	1
Somalia	2
Wattville	3
Old Dunbar	4
Blackburn	5
Adam’s Mission	6
Nkanini	7
Delft	8
Mannenberg	9

2. **Gender?**

Male	1
Female	2

3. **In which year were you born?**

(y y y y)

4. **What is your Marital Status?**

Married or Living together as if married	1
Single	2
Divorced	3
Widowed	4
Other, Specify	5

5. **How many children (living here or elsewhere) do you have that are…..?**
READ OUT (Do not include GRANDCHILDREN)

Not in school yet	
In Primary School	
In Secondary School	
Have left school already (i.e. adults)	
N/A Do not have any children	-1

6. **What is the highest level of education that you completed?**

Did not attend school	1
(Gr.1-7/Gr1 – Std 5) Primary	2
(Gr.7-11/ Std. 6-9)) Secondary NOT Completed	3
(Gr.12 / Matric) Secondary Completed	4
University/Technikon Completed	5

7. **Interviewer - Record Race**

African	1
Coloured	2
Indian	3
White	4

8. **Describe the Respondent's Household Structure (of the household that lives at this place)**

Married or Living together as married (i.e. only 2 people)	1
Nuclear family (Parents and their own children)	2
Nuclear family plus parent/s of household head or spouse	3
Nuclear family plus unmarried relative/s or friend/s	4
One person living alone	5
More than one unmarried person sharing the house	6
Single-parent household	7
Grandparents & Grandchildren	8
Other, specify	9

9. **Do you have a spouse or *__children-under-18__* who live in another dwelling?**

Yes	1	**>Q10-11**
No	2	**>Q12**
N/A Do not have a spouse or children-under-18	3	**>Q12**

10. **Where do they live? (Can mark more than 1 option if at different places)**

In this area	1
In this city	2
Another city	3
Rural area	4
Other, Specify	5

11. **What is the main reason why they do not live here?**

I moved away from them to work	1
There are better schools where they live	2

They had to look after the family home	3
Not enough space here	4
Their grandmother looks after them	5
I am Divorced, they live with my ex-spouse	6
They live with their mother	7
Other, Specify	8

12. **From which of the following sources does the household usually receive money? - Choose more than 1 answer if necessary – READ OUT**

Salary/ Wages	1
Earnings from own business or farm	2
State grants (old age pension, child support, disability, foster care)	3
Private pension	4
UIF	5
Investments	6
Remittances from people outside the household	7
Private maintenance (from ex-spouse or father of children)	8
Other, specify	9

13. **Which 1 of these sources provide the MOST money for the household per month?**

Salary/ Wages	1
Earnings from own business or farm	2
State grants (old age pension, child support, disability, foster care)	3
Private pension	4
UIF	5
Investments	6
Remittances from people outside the household	7
Private maintenance (from ex-spouse or father of children)	8
Other, specify	9

14. **What is the usual total monthly income of this household? COMBINED (including all sources)**

R0 – R399	1
R400 – R799	2
R800 – R1,199	3
R1,200 – R1,799	4
R1,800 – R2,499	5
R2,500 – R4,999	6
R5,000 – R9,999	7
R10,000 or more	8
Don't know	9
Refusal	10

15. **At the previous place you lived, were you living independently (as an adult) away from your parents?**

Yes	1	**>Q16-18**
No	2	**>Q19**

16. **Where did you live before you came here?**

Informal Settlement	1
Backyard Shack/ dwelling	2
Domestic Servant Quarters	3
Work accommodation	4
Hostel	5
Private sector house as an OWNER	6
Private sector house as a TENANT	7
RDP house as an OWNER	8
RDP house as a TENANT	9
Tribal area	10
Council house	11
Rural house	12
Other, Specify	13

17. **While living at the previous place, which source provided the MOST money for your household per month?**

Wages	1
Earnings from own business or farm	2
State grants (old age pension, child support, disability, foster care)	3
Private pension	4
UIF	5
Investments	6
Remittances from people outside the household	7
Private maintenance (from ex-spouse or father of children)	8
Other, specify	9

18. **What was the usual total monthly income of this household at that place? COMBINED (including all sources)**

R0 – R399	1
R400 – R799	2
R800 – R1,199	3
R1,200 – R1,799	4
R1,800 – R2,499	5
R2,500 – R4,999	6
R5,000 – R9,999	7
R10,000 or more	8
Refusal	9
Don't Know	10

MOTIVATIONS

19. **In which year did you move to this place?**

(y y y y)

20. **Did any of the following changes in your life contribute to you moving here? READ OUT**

The birth of new a family member	1
Death in the family	2
I got a divorce	3
I was getting older	4
I became a student	5
I was removed forcibly	6
I lost my previous house	7
I lost my job	8
I got married	9
I got a new job	10
Other family change, Specify	11

21. **Before you moved to this area where you stay now, from whom did you hear about it?**

Family Member	1
Friend	2
Neighbour	3
Work Colleague	4
Employer	5
Radio	6
Newspaper	7
Television	8
Community Meeting	9
Councillor	10
Municipal official	11
Committee member	12
Other, Specify…	13

22. **After hearing about this area, how did you find this place?**

Shared accommodation with a friend	1
Shared accommodation with family	2
I went door to door	3
The committee helped me	4
I responded to an advert	5
The place was Allocated to me by the Municipality	6
I occupied the place	7
A friend introduced me	8
The councillor helped me	9
I inherited the place	10
Other, Specify…	11

23. **At the time when you moved here, what other places could you have moved to?**

Go back to a rural area	1
Move to a township	2
Move to town	3
Move to a hostel	4
Share with a friend	5
Share with family	6
Other housing project	7
Other Council property	8
No other option	9
Other, Specify…	10

24. **Why did you move away from the previous place you lived?**

There was too much crime	1
There was too much political violence	2
There was conflict with the landowner/landlord/host	3
There was too much control on my movements	4
I needed to reduce my costs	5
I had some money and wanted another option	6
I was allocated this place	7
I was invited to live here	8
Forcibly removed	9
I inherited another place	10
Other, Specify…	11

25. **During that time before you moved here, how much time did you spend physically to <u>FIND</u> this place?**

Hours
or, Days

26. **From the first time you heard about this place, how long period (i.e. how many days/months/years) passed before you got a place here?**

Days	**OR**	Months	**OR**	Years

27. **If you calculate all the costs (transport, fees, and people you had to pay, etc) how much money did you spend to find this place? (<u>Not</u> calculating the price you paid for this place)**

R

28. **Have you ever inherited a place to live in?**

Yes	1	>Q29-34
No	2	>Q35

29. **If YES, from whom did you inherit the place?**

Parents	1
Grandparents	2
Siblings	3
Other family	4
Friends	5
Work colleagues	6
Church members	7
Other, Specify	8

30. **In which Province is the place which you inherited?**

Gauteng	1
Free State	2
Mpumalanga	3
Limpopo	4
North West	5
Kwa Zulu Natal	6
Eastern Cape	7
Western Cape	8
Northern Cape	9
In another country	10

31. **Is this place in a small town, city or rural area?**

Small Town	1
City	2
Rural Area	3

32. **What kind of place did you inherit?**

Shack in an Informal Settlement	1
Backyard Shack/ dwelling	2
Space in a Hostel	3
Private sector	4
RDP house	5
A house in a Tribal area	6
Council house	7
Rural house	8
Land	9
Other, Specify	10

33. **In which year did you inherit a place?**

(yyyy)

34. **Do you still have this place?**

Yes	1
No	2

RECOGNITION

35. **Before you moved here, what assured you that any agreement you made would be valid?**

A friend/family member introduced me	1	
A friend/family member confirmed their trustworthiness	2	
The committee had a system and I had to submit my ID	3	
They would give me a receipt	4	
My family gave me permission to stay here	5	
The house had a registration number put there by the municipality	6	
I had to introduce myself	7	
The land was empty	8	
Other people were doing it	9	
The Municipality said I should	10	
The Councillor said I should	11	
A municipal official said I should	12	
I had to sign official papers	13	
I made a police affidavit	14	
I took a chance	15	>Q39
Other, Specify…	16	

36. **Once you had found this place here how much time did <u>you</u> spend checking the trustworthiness of the other person?**

Hours
or, Days

37. **Before you moved here how long did it take from the time you started checking the trustworthiness of the other person until you were happy?**

Days	**OR**	Months	**OR**	Years

38. **If you calculate all the costs (transport, fees, people you had to pay, etc) how much money did you spend to do this checking?**

R

VALUE

39. **At the time of moving here what did you value about this place?**
Rank your answers in order of priority where 1 is most important

It was close to jobs	
It was close to schools	
It was close to transport	
It was cheap to live here	
I could get water	
I could get electricity	
I was independent here	
I was safer here	
The place was free	
Nothing	
Other, Specify…	

40. **Do you think the Municipality think this area is important?**

Yes	1	>Q41
No	2	>Q42

41. **Why is it important to them?**

42. **Why is it NOT important to them?**

43. **<u>If Informal Settlement:</u> What do you think the Landowner thinks about this place?**

Not an Informal Settlement -1

44. **What do other people who live here value about this place?**
Rank your answers in order of priority where 1 is most important

It is close to jobs	
It is close to schools	
It is close to transport	
It is free	
They can get water	
They can get electricity	
They can be independent here	
They can be safe here	
Other, Specify…	

CONTRACTING

45. **How did you get an agreement that this is your place?**

The agreement was made publicly	1
I was given a receipt/document/letter	2
The owner gave me a verbal agreement	3
The agreement was witnessed by others	4
The agreement was witnessed by the councillor	5
The agreement was witnessed by the police	6
I was given a Title Deed	7
The Title Deed/ PTO is coming	8
Other, Specify…	9

46. **After you made this agreement (decision) did anything go wrong?**

Yes	1	>Q47
No	2	>Q48

47. **What went wrong?**

Original owner came back to claim the space	1
Original owner would not move out	2
The landlord changed the terms	3
The place had been sold more than once	4
The place had been allocated more than once	5
The documents were lost	6
The documents were fake	7
Other, Specify	8

48. **From the time you started negotiating to get an agreement how much time did you spend negotiating this?**

Hours
or, Days

49. **How many days did it take before you had an agreement that this is your place?**

Days	**OR**	Months	**OR**	Years

50. **Did you buy this place?**

Yes	1	**>Q52**
No	2	**>Q51**

51. **If NO, which of the following applies to you? READ OUT**

I am renting	1
I was allocated the place by the Municipality	2
I inherited the place	3
I am looking after it	4
I occupied this place	5
Other, Specify	6

52. **How much did/do you pay for this place, if any?**

R

53. **In general, how do people who live in this area, check to see if they are paying or have paid the correct amount for space to live?**

54. **Now that you have lived here for a while, do you feel your rights to this place is now stronger or weaker?**

Stronger	1	**>Q55**
Weaker	2	**>Q56**
The same	3	**>Q57**

55. **In what ways is it STRONGER?**

My neighbours can prove this is my space	1	
I have a number from the municipality	2	
I have registered with the municipality	3	
I have a document that proves it is my space	4	
Development is promised	5	
Municipality is not demolishing	6	
People are not being evicted	7	
The community is more organized	8	
Other, Specify	9	**>Q57**

56. **In what ways is it WEAKER?**

Relocations	1	
Waiting too long for development	2	
Shacks are being demolished	3	
Disagreements with neighbours/ family/ landlord	4	
The committee has changed	5	
I lost my documents	6	
People are being evicted	7	
Other, Specify	8	**>Q57**

57. **How much time did you spend strengthening your rights to this place?**

Hours
or, Days

58. **How much did it cost you (Transport, building materials, going to meetings, planting, painting, plastering, levelling, etc)?**

R

59. **Have you ever had a Title Deed or PTO?**

Yes	1	**>Q60-62**
No	2	**>Q63**

60. **If YES, from which year to which year did you have a Title Deed/ PTO?**

	to	
		Still have it -1

61. **In which Province is (was) the place you hold the Title Deed/PTO?**

Gauteng	1
Free State	2
Mpumalanga	3
Limpopo	4
North West	5
Kwa Zulu Natal	6
Eastern Cape	7
Western Cape	8
Northern Cape	9
In another country	10

62. **Is (was) this place in a small town, city or rural area?**

Small Town	1
City	2
Rural Area	3

63. **Since you moved here, do you feel your situation has improved or worsened?**

Improved	1	**>Q64**
Worsened	2	**>Q65**
Both (improved & worsened)	3	**>Q64 & 65**
Stayed the same	4	**>Q66**

64. **In what ways did your situation improved? You can mark more than 1 answer**

I've reduced my living costs	1
The value of the space has increased	2
Access water	3
Access electricity	4
Pass on this space to my family	5
Divide it and rent a part of it out	6
Divide it and sell a part of it	7
I can sell it	8
I can rent it out	9
My health has improved	10
My transport costs are less	11
I have improved the house	12
I have extended the house	13
My family can stay together	14
Other, Specify	15

65. **In what ways did your situation get worse? You can mark more than 1 answer**

My living costs have increased	1
The value of the space has decreased	2
I used to have water, now I can't access it	3
I used to have electricity, now I can't access it	4
I used to be able to pass it on, now I can't pass this space on to my family	5
I used to be able to divide it and rent part of it out, now I can't divide it and rent a part of it out	6
I used to be able to divide it and sell part of it, now I can't divide it and sell a part of it	7
I used to be able to sell it, now I can't sell it	8
I used to be able to rent it out, now I can't rent it out	9
My health has got worse	10
My transport costs are more	11
The house is too small for my family	12
I am further away from job opportunities now	13
Other, Specify	14

DISPUTE RESOLUTION

66. **If someone should disagree about whether this place is yours, who will you ask to help you? Rank your answers in order of priority where 1 is most important**

My neighbours	
My friends	
My family	
My councillor	
The municipality	
The police	
Lawyers	
The chief	
The committee	
The previous owner	
NGO's	
Other, Specify…	

67. **If you were to move, what would be the reason for moving away from this place?**

I earned more money	1
I needed to reduce my living costs	2
I have another place to stay	3
I will only leave when I die	4
The Government will provide me with a house	5
My children will care for me	6
I will not move	7
Other, Specify…	8

68. **What will happen to this place if you should move from here?**

I would just leave the place as it is	1
I would put a family member in here	2
I would sell	3
I would rent it out	4
It would be demolished	5
Other, Specify…	6

69. **What is driving people to this area?**

Additional people coming from Rural areas to live here	1
Additional households that are forming	2
Households that are splitting up	3
Additional people who have lost their jobs	4
Additional people looking for jobs	5
Additional people from other countries	6
Growing households needing more space	7
The municipality has installed water	8
Electricity has been provided	9
There are better health services	10
The are new jobs close by	11
Other, Specify…	12

70. **Is there space for new people in this area?**

Yes	1	**>Q72**
No	2	**>Q71**

71. **If NO, why is so little space provided?**

72. **Thinking about the process you went through to be able to live in this place, on a scale of 1 to 5 where 1 is Very easy and 5 is Very difficult, how easy or difficult was each of the processes of finding a place**

	Very Easy	**Easy**	**Moderate**	**Difficult**	**Very Difficult**
Finding a place	1	2	3	4	5
Checking the trustworthiness of the seller/previous occupant/landlord/ allocator	1	2	3	4	5
Deciding on the Price	1	2	3	4	5
Getting proof of the deal from the seller/previous occupant/ landlord/ allocator	1	2	3	4	5
Ensuring your rights to this place	1	2	3	4	5
Deciding what you can do with this place when you want to move away	1	2	3	4	5
Other, Specify…	1	2	3	4	5

73. **Now that you have identified ……. (from above) as the most difficult step, who can help you make it simpler?**

The police	1
The councillor	2
The neighbours	3
Family	4
Friends	5
Colleagues from work	6
Employer	7
The development committee	8
Officials from the municipality	9
The chief	10
The seller	11
The previous occupant	12
Other, Specify…	13

74. **In your opinion, how can they make the process simpler?**

75. **Which of the following people do you think can make the process cheaper?**

The police	1
The councillor	2
The neighbours	3
Family	4
Friends	5
Colleagues from work	6
Employer	7
The development committee	8
Officials from the municipality	9
The chief	10
The seller	11
The previous occupant	12
Other, Specify…	13

76. **In your opinion, how can they make the process cheaper?**

77. **In your opinion, when is it fair for someone to make a profit out of a person wanting to live in this area?**

78. **In your opinion, when is it unfair for someone to make a profit out of a person wanting to live in this area?**

79. **Can we contact you again to participate in a follow-up survey in future?**

Yes	1
No	2

1.5. Questionnaire: "Market makers"

Urban land processes – how people access, trade and hold land

Date: ____________ Interviewee: ________________________

Position: ________________________

Questions

1 Definitions and roles

1.1 We are interested in how people access, trade and hold urban land in this metropolitan area. We are interested in how you participate in these activities.
1.2 What is your role in these urban land processes?
1.3 Can you describe the process you went through in completing your most recent transaction? When does the process start for you? When does it finish? Which legislation or regulations did you encounter along the way?
1.4 Who are the major actors in these urban land processes?
1.5 Which would you describe as your most important relationship in trading/holding land?
1.6 There are a lot of opinions about what should be included in the definition of a land market, how do you understand it? Which categories/parts of it do you operate in? Which instruments (i.e. options, collateral, joint-ventures, syndicates etc.) do you most commonly use.

2 Operating and activities

2.1 What are some of the issues you face in trading/holding land in Durban, Cape Town, Ekurhuleni? How do you deal with these?

2.2 How does the land regulatory system create benefits for your company/institution for trading/holding land?

2.3 How does the land regulatory system create hurdles for your company institution for trading/holding land?

2.4 What are the different ways in which you confirm the legitimacy of other buyers/sellers in the land market?

2.5 What are the most important factors to take into account when trading/holding land in Durban, Cape Town, Ekurhuleni?

2.6 What are the risks of accessing, trading or holding urban land?

2.7 Where/how do you learn about opportunities to trade, hold, access land?

2.8 What are the obligations of actors to others who are accessing, trading or holding land? (How are these obligations maintained?)

2.9 How do you/your company measure success? [What motivates e.g. landholding size; location; profit?]

3 Informal markets

3.1 In what ways do you encounter the informal land processes?

3.2 Which features distinguish the formal land processes from the informal land processes?

4 Value

4.1 Which factors most influence the value of land?

4.2 What steps can you take to increase the value of the land?

4.3 What steps can you take to protect the value of the land?

4.4 What are some of the different motivations that you've encountered in accessing, trading or holding urban land, particularly in situations where people are not motivated by profit?

5 Current status

5.1 Who are the most important buyers of land in Cape Town /Durban/Ekurhuleni?

5.2 Who are the most important sellers of land in Cape Town /Durban/Ekurhuleni?

5.3 Who are the most important owners/holders of land in Cape Town/Durban/Ekurhuleni?

9.1 Questionnaire: Case study key informants

Community key informants

1. When did people move to this area?
2. Who were these people?
3. How big is the area now?
4. Why did they come here?
5. What problems did they face when they moved here?
6. What have people in this area achieved since moving here?
7. What are the key turning points in the history of this settlement?

9.2 Questionnaire: Metropolitan Councils

Questionnaire for Metro Councils

Operation of urban land processes – how people access, trade and hold land

Date: ____________ Interviewee: ________________________

Position: ________________________

Questions

1 Status quo

1.1 What initiatives do you have to:
1.1.1 Access urban land?
1.1.2 Trade urban land?
1.1.3 Hold urban land?
1.1.4 Are any of these programmes explicitly aimed at benefiting poor people?
1.2 How much land does the Metro Council currently hold?
1.3 Where is this land mainly located in the metropolitan area? Central areas, suburban, peripheral townships, urban periphery?
1.4 How much land has the Metro Council traded in the last year? Was this a typical year?
1.5 How much land has the Metro Council accessed in the last year? Was this a typical year?
1.6 What is the Council’s policy on utilising its land?
1.7 Who are the major land holders in the Metropolitan area?

2 Land dynamics

2.1 Which land dynamics are proving difficult for the Metro Council to manage?
2.2 Which land dynamics are proving beneficial to the Metro Council?
2.3 When are informal land processes a problem for you?
2.4 What kinds of impacts does the integration of different township establishment procedures have for urban land processes?
2.5 Which regulations assist the Council to manage urban land processes?
2.6 Which regulations hinder the Council from managing urban land processes?
2.7 In your opinion, what kinds of interventions are most urgent for the Council to make to support poor people accessing and trading land?

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