Social Rental Flats: Perceptions of Emerald Sky Tenants, East London Eastern Cape

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Abstract

The right to sufficient housing was established for the first time in the 1948 Universal Declaration of Human Rights. However, time and experience have demonstrated that achieving this correctly is tough. Social housing can take the shape of purchased and restored flats, homes, or townhouses on Greenfield, infill, or inner-city blocks. The study's goal was to determine if social housing rental apartments in East London were cheap for low-income households and whether tenants were pleased with the administration of the flats (Emerald Flats). The study's aims were to determine if rental flats in social housing are a viable alternative for the low-income class, to examine the renters' socioeconomic situations, and to determine how residents feel about the social housing rental flats. This research assessed the affordability, administration, and safety of social housing rental units. Emerald Sky Social Housing served as the research study location. This study employed a quantitative strategy, with structured questionnaire surveys serving as the quantitative research approach. The Statistical Package for Social Sciences (SPSS) version 25 was used for the statistical analysis. The study's major findings indicated that respondents in social renting apartments were unable to afford rent and their monthly utilities. The study findings present various challenges that are faced by social house rentals in Emerald Sky.

Introduction and Background

Housing is a basic need with distinct financial, mental, and representative importance. It has a far-reaching influence on the value of lifetime that goes beyond simply providing shelter. Housing that is safe, cheap, and no transient is the key to satisfying other basic needs. Individual security and admission to money-making amenities, communal and societal services, transport networks, entertaining and traditional properties, quality schools, and career possibilities are all determined by its location (Mulroy and Ewalt, 1996). Adequate housing is not only a basic need, but also an international human right recognized by the United Nations, as billions of people are unable to find adequate home. Masses of people through the sphere live in dangerous or health-threatening environments, in congested shantytowns and informal settlements, or in further situations that interrupt their human rights and self-worth. Each year, millions of individuals are forcefully expelled or in danger of being evicted from their homes. In the 1948 Universal Declaration of Social Rights and the 1966 International Pledge on Monetary, Public, and Traditional Rights, satisfactory housing remain acknowledged as portion of the right to an adequate living standard (United Nations Factsheet 21, 2009).

South Africa's current housing policy remains the result of a period of powerful deliberation inside the Nationwide Housing Setting from 1992 to 1994. According to Huchzermeyer, 2001 the accommodation rule discussions resulted in a housing meeting and a best ever of understanding just afterward, the major independent votes in 1994. Huchzermeyer, 2001 state that the accommodation debate was concluded when the major players agreed on the core ideas of the housing policy. This policy is also founded on the underlying belief that accommodation is a rudimentary essential. The right to "satisfactory accommodation," which was originally defined in the African National Congress Reconstruction and Development Programme (RDP) in 1994, is incorporated in the constituents (Republic of South Africa Constitution, 1996). According to Manomano, 2013 RDP is a comprehensive program aimed at redressing historical social, political, and economic inequalities. It was projected to take off a procedure of reconstruction, makeover, redeployment, and development, satisfactory to put a finish to the repressive apartheid practices (Republic of South Africa, 1994; Bendix, 2010).

Greyling, 2010 states that the RDP housing initiative, which intended to substitute shacks in South Africa through low-cost accommodation for families whose only breadwinner is jobless or families who jointly make a smaller amount than R3500 per month, was one part of the reconstruction. Breaking new ground is well-defined as comprehensive plan for the development of sustainable human settlements succumbed to the Cabinet in September 2004 by the Secretary of Housing after an intensive housing policy examination and

consultation process. The plan aims to change spatial settlement patterns by building multi-ethnic populations in non-racial societies. Informal settlement upgrade projects provide phased community-based development and fund community participation and project management as an integral part of housing projects. Since social housing construction is one of the strategies for providing social housing, the strategic focus of this plan includes ensuring affordable housing in sustainable and liveable settlements increase. On the other hand, social housing is the choice of rental housing or cooperative housing for low-income people to the extent and form of construction that requires institutionalized management and is provided by social housing organizations, in licensed society or approved social housing projects in the designation of restructuring sectors. It is aimed at people with a household income of R1,500 to R7,500 per month. (Breaking New Ground Policy, 2004).

Transition of the Human Settlement sphere

Todes, 2012 states that Housing provision was a difficulty inherited from the apartheid administration. Following the 1994 elections, the ANC government used the RDP paperwork to be provided a subsidized low-income (RDP) house. Citizens earning less than R1500 per month are eligible for a subsidized housing and are not needed to pay any additional charges. Furthermore, households earning between R1500 and R3000 per month must pay a one-time payment of R2479 before they may be handed the residence. Franklin, 2010 states that it is expected that the RDP benefited 10 million individuals in 2014. However, the Reconstruction and Development Programme has been criticized since these RDP houses were built outside of metropolitan areas and had substandard infrastructure, indicating that the dignity and rights of low-income recipients were not considered. According to the South African National Housing Code of 2009, dwellings must be at least 40m square, have two bedrooms and a separate bathroom, a kitchen, a living space, and electricity installation. Turok and Scheba (2019), argue that the sizes of the families were not taken into account during the construction of these houses, and many beneficiaries were dissatisfied with their houses because the house size was 35m square and they indicated that their houses were too small to the point that they called them "uVezunyawo," a term that translates to that they were so small that if you were inside your feet would be visible outside (Manomano & Kang'ethe, 2015).

Singh (2019) argues that the biggest critique of low-income (RDP) dwellings developed by the private sector on inexpensive land has been their peripheral placement. According to Singh, 2019 Individuals who received low-income (RDP) housing were positioned in places remote from work possibilities, social facilities, and educational institutions. The strategy of low-income housing was viewed as a re-enactment of apartheid's spatial segregation system. The GEAR policy was a macroeconomic program that was developed in 1996 following the RDP's financial problems. This policy was implemented to boost economic growth (Visser, 2004). According to Ndhambi (2015), GEAR had the same aims as RDP, but

its purpose was to decrease budgetary restrictions by maintaining and reducing the exchange rate for program financing purposes. Since the RDP was challenged, the United Nations Habitat Millennium and Sustainable Development Goals have highlighted housing and campaigned for sustainable human settlements—Sustainable Development Goal 11, sustainable cities, and communities (United Nations Development Programme, 2017).

Mulliner et al. (2013), state that the DHS and housing institutions are working swiftly to meet demand for new houses, but they are forgetting the value of proximity to social services and employment opportunities. According to Mulliner et al. (2013), simply giving dwellings is not enough; instead, individuals must be provided with sustainable housing. Sustainable communities are defined as places where people may live and work while also reconnecting with their environment. This is demonstrated in the South African setting using the (Breaking New Ground policy,2004).

Breaking New Ground Policy and Social Housing
According to Khan (2014), the department of Human Settlements established the Breaking New Ground policy in 2004. The Human Settlements Department refers to Breaking New Ground as a method aimed at integrating society by building sustainable human settlements. Furthermore, Khan (2014) reveals that the main expectations of Breaking New Ground were to readdress and improve exciting mechanisms to move in the direction of a more responsive and operational delivery and promote the achievement of a non-racial cohesive society through the development of sustainable housing settlements and quality housing. According to Department of Housing (2004), there were around 1.8 million low-income (RDP) dwellings recognized in 2004. These buildings were recognized as insufficient because they were composed of low-quality materials and had flaws. They further argue that the flaws found in these buildings were leaking roofs, fractured walls, insufficient sanitation facilities, and a lack of access to clean water. According to the Department of Housing (2004), Breaking New Ground recognized that, while RDP was beneficial in terms of house delivery, there was still a housing backlog and certain persons remained vulnerable and living in poverty. According to Hlophe 2018, one of the problems experienced by the Breaking New Ground program was that, despite an increase in the number of dwellings created, increasing urbanisation exacerbated the housing backlog. Thus, Breaking New Ground is a new strategy that intends to correct the flaws that were evident in the housing program, such as the location of the houses and the modest size of low-income RDP houses, which were 30m square.

Sipungu and Nleya (2016), highlight a significant aspect of social housing is that there must be integration, and one of the requirements is that a minimum of 30% of the lessees must be in the primary market of R1500-R3500, and the remaining 70% must be in the secondary market of R3500-R7500. Wicht, 1999, on the other hand, contends that social housing can

be defined by three elements, which are as follows: the social housing approach, which has a long-term commitment on the role of the social housing institutions to deliver housing on a sustained basis, involving occupants in management. Finance and the establishment of a framework in which residents are empowered and aware of their rights Second, Wicht, 1999 states that the social housing product must be supported by the government, satisfy adequate housing quality criteria, and be placed near social facilities. Finally, the social housing institution should be financially viable and practical. To that end, there should be public engagement, notably from renters, as well as training for relevant members, and the institution should be legally recognized and established (Wicht,1999).

There are three types of Social Housing Institutions in South Africa (SHI). These are the three types of Social Housing Institutions: Level 1: These are institutions that provide property management services for a fixed price and often serve collective tenant organizations. Level 2: These are Social Housing Institutes that improve, maintain, and own their rental housing without the assistance of any intermediary organizations; they interact with their residents on their own. Level 3: These are the Social Homes Institutions established by members of the community as a means of maintaining and administering their own housing (Social Housing Regulatory Authority, 2017). According to SOHCO,2017, the monthly rent is decided as a proportion of the total monthly income; the present guideline specifies that the combined income should be between R2500-R7500 per month. Furthermore, the institutional subsidy is the state support for social housing, and it accommodates the social housing institutions that have been approved. According to Hlophe 2018, the major goal is to give alternatives to quick ownership, such as rental, co-operative, and instalment housing. The certified housing institution expedites co-operative and rental housing. According to Odia 2012, social housing is based on the following ideas. First, social housing must respond to housing need, and institutions must be able to deliver social housing in areas identified as needing social housing. Second, social housing should support the economic growth of low-income areas by ensuring that housing structures are located close to job opportunities, transportation, and markets.

Affordable Housing
According to Sliogerio et al. (2008), "affordable housing" refers to housing that allows low-income families to receive acceptable home without incurring financial hardship. Sliogerio and colleagues, 2008. According to Man (2011), the phrase "affordable housing" refers to the need that governments ensure that housing expenses do not exceed thirty percent of a household's monthly income. The issue of providing cheap housing is a challenge for all parties in any country, including the government, business, and civil society organizations. The most significant aim for affordable housing is that it should not exceed 30% of a person's monthly wage. The consequences are as follows: low to moderate income people spend nearly half of their monthly income on housing, which means they spend less on

other vital requirements like as education, health, and food (Crowley, 2003; Bujang et al., 2015).

Access to affordable housing, according to Wallbaum et al. (2012), is partly dependent on one's capacity to secure credit and mortgage loans. The primary problem with a lack of affordability is that if renters are unable to pay their monthly rent, they risk eviction, blacklisting, or being homeless. 2017. Franzese Every year, at least 2.3 million Americans become homeless because of housing affordability issues Edmiston, 2016. With a GDP of 312.80 billion US dollars in 2015, South Africa is one of Africa's major economies (Centre for Affordable Housing Finance, 2017). According to the Financial and Fiscal Commission, South Africa has a significant need for affordable housing, with an estimated 12.5 million people in need of shelter, meaning that around 2.1 million housing units would be required to alleviate the backlog (Financial and Fiscal Commission, 2011). Many households have been forced to live in informal settlements, backyard cottages, and mobile houses due to a lack of affordable housing in metropolitan regions. The quality of life of families declines because of this sort of accommodation. The inadequacy of the present housing system to offer affordable housing, the ineligibility of informal inhabitants to qualify for housing subsidies, and an increase in the number of households in the 'gap market' are all contributing to the growth of informal settlements (The Fuller Centre for Housing, 2014).

Social Housing Finance
Finance is critical in social housing, and it is necessary at the start of the project. According to Wicht (1999), if there is no money, the project cannot begin; the availability of finances is quite limited, and it takes some time before a social institution can stand on their own and administer their institution. According to Hlophe (2018), there are three subsidy mechanisms in the social housing section, the first of which is the Restructuring Capital Grant (RCG), which was developed for social housing projects in guaranteed geographic restructuring zones. Furthermore, at least 30% of the units must have rents aimed at the main market, and the household monthly income must range between R1500-R3500 (Hlophe, 2018). Second, according to Hlophe (2018), another source of finance is the institutional subsidy, which was proposed to cover the development expenses of units for households earning R3500 per month. The Restructuring Capital Grant and the Institutional Subsidy cover 60 to 70 percent of the costs of improving social housing. Finally, the National Housing Finance Cooperation and banks fund the balance of 30% to 40% of social housing development finance on commercial terms. Sobuza (2010), assets that the Institutional Subsidy is insufficient in comparison to inflationary expenditures. Inflation and rising construction costs make it difficult for social housing institutions and the government to provide affordable homes to low-income people.

According to the Centre for Affordable Housing Finance in Africa, the following are the primary investors in social housing: National Housing Finance Cooperation, Housing

Institution Development Fund, National Urban Reconstruction and Housing Agency, Home Guarantee Fund, and Social Housing Foundation. According to Ogunsannya (2009), the (NHFC) is a state-owned development financial institute established by the national department of housing in 1996. It also provides housing finance, technical support, project facilitation, and retail services to public and private partners to ensure the availability of housing finance and stock for low-middle-income households.

Administration and the Role of Government

According to Juta and Matsiliza (2014), the national government is expected to create an empowering environment for social housing through development policy and legislation, as well as provide an instruction and governmental structure for social housing institutions to function. Furthermore, Juta and Matsiliza (2014) support social housing programs and address issues that impede the expansion and development of the social housing sector. The provincial department, on the other hand, is expected to oversee justice, equity, compliance with national and provincial social housing norms and standards, consumer security, intervention, and accredit towns to minister national housing programs. Furthermore, they should mediate disagreements between social housing organizations and local governments, so facilitating the viability and expansion of the social housing sector. The government's responsibility is to ensure the creation of new social housing units and to promote the supply of social housing in accordance with the Integrated Development Plan. Finally, they should give access to bridge money, municipal infrastructure services, and land for social housing projects (Juta & Matsiliza, 2014).

Challenges Facing Provision of Social Housing

According to Onatu (2012), level 2 Social Housing Institution (SHI) is the most frequent in South Africa, and one of the biggest difficulties that social housing faces in South Africa is rental defaults, which are ascribed to job loss and a lack of understanding about renting accommodation. According to Mvuyana, 2019, the social housing segment is still experiencing challenges such as high land costs in places closer to the Central Business District, and the existing regulatory framework and policy is insufficient for the establishment of sustainable communities for social housing. However, there is no standard definition for social housing in South Africa, therefore developing a precise model that is acceptable for social housing is difficult. He goes on to say that the economic burden is substantial, and the institutional subsidy is insufficient to cover all the expenditures associated with administering social housing. Mvuyana (2019), the sectors of government (Local, Provincial, and National) are unsuitable for the organization and operation of Social Housing Institutions. Furthermore, there is a lack of administration and governance in certain (SHIs), and they are unable to deliver service.

According to Onatu, 2012 affordability is another concern in social housing and one of the factors contributing to increasing rental defaults. It is important to note that the

Department of Human Settlements and Planning, Monitoring and Evaluation, 2016 Siphungu & Nleya, 2016 social housing was intended to emphasize the issue of affordability by making monthly rent that is in line with a person's income. However, due to rising inflation costs, social housing is now only affordable to upper income bracket individuals who can earn more than R10 000 per month.

Furthermore, persons in the upper income category end up inhabiting the bulk of social housing units since their monthly income acts as a guarantee for rent. Social housing institutions choose to make commercial decisions that are not in the best interests of its low-income residents. However, according to Hlophe 2018, foreign nations such as Denmark, the Netherlands, the United Kingdom, Germany, and Canada all have social housing and have implemented various methods to try and solve affordability difficulties. According to Leivadit et al. (2020 as cited in Hlophe 2018), in Denmark, there is a strong relationship between civil society and housing institutions, which has aided in rent regulation.

Corruption and Tenancy Fraud
According to Ellero (2015), corruption is the misuse of authority that entails the exploitation of public or private office for personal advantage; it does not always require money passing hands, but it may take many various forms of influence awarding favors. Furthermore, fraud is a kind of corruption, which is an economic crime including the manipulation and distortion of facts and information for personal advantage. This section aims to identify government corruption and fraud in housing services in South Africa (Ellero, 2015).

According to Ellero (2015), once apartheid ended, the new South African government inherited a country with a severe scarcity of low-income housing. When adjustments were made to address the issue of housing difficulties, corruption was a major impediment to addressing this problem. Furthermore, Ellero (2015) discloses that there were certain instances of corruption in the supply of low-cost housing in the province of Kwa-Zulu Natal. Ellero's research project sought to uncover corruption in Kwa-Zulu Natal through a case study of Phoenix apartment complexes. According to Ellero (2015), the study's goal was to investigate the magnitude and kind of corruption in the province of Kwa-Zulu Natal, as well as to investigate corruption in low-cost housing supply, evaluate the government's reaction to corruption in Phoenix, and offer measures to combat it.

According to Ellero, the procurement industry was the most hit in 2015, with corruption and nepotism. According to Ellero (2015), contracts were provided to friends and family, resulting in the rise of a tiny elite collecting vast fortunes. Furthermore, Ellero (2015) demonstrates that the Phoenix case study mirrored what was happening across the province, as poor craftsmanship and non-compliance with construction requirements

occurred. Furthermore, the corporation engaged in the Phoenix projects was linked to a notorious tycoon who had previously been imprisoned for corruption (Ellero, 2015).

Ellero (2015) goes on to say that in Phoenix, residents were coerced into impractical rental occupancy agreements that cost more than buying the apartment. Many tenants were evicted after failing to make their monthly payments, and some had their water and power shut off. Furthermore, Ace Magushule was charged with fraud, corruption, and money laundering in relation to a 2014 contract issued to the Blackhead consultancy joint venture by the Free State Department of Human Settlements to audit and remove asbestos from homes. Furthermore, the Blackhead subcontracted the several times. According to reports, just 21 million of the 230 million paid ended up with the business executing the job, and as a result, many Free State citizens continue to live in homes that contain asbestos. According to the ARHAG Housing Association, 2016 Social Housing Fraud is also known as tenancy fraud, and there are several types of tenancy fraud. According to ARHAG housing association (2016), there are numerous types of tenancy frauds:

- Unlawful Subletting: This occurs when a tenant leases out their house without the landlord's knowledge or approval.
- Housing obtained by deception: This is a circumstance in which a person obtains a home by giving false information on their housing application.
- Wrongly claimed succession: When a resident dies, someone attempts to take over or inherit the tenancy when they are not entitled to.
- Key Selling: This is when a renter is compensated to hand up their keys in exchange for a one-time payment.
- Unlawful assignment: when a resident or tenant ceases to use their tenancy as their primary or primary residence and permits another individual to dwell in the flat without the consent of ARHAG.
- False right to purchase or false right to acquire: This is when a tenant or resident applies for a right to buy or right to acquire and gives false information.

Research Methodology

Study Area
The research was carried out in social housing rental flats Emerald Sky flats which are situated in Amalinda: East London, in the province of Eastern Cape. East London is a city on South Africa's southeast coast, located in the Buffalo City Metropolitan Municipality of the Eastern Cape Province. The city is located on the Indian Ocean coast, roughly halfway between the Buffalo and Nahoon rivers, and is home to the country's only river port. According to Census 2011, the population of East London was over 884 000 in the metropolitan region (Buffalo City Metropolitan Municipality IDP, 2021).

Research Design

A quantitative research approach was selected with the use of questionnaires to collect data as it enabled the researchers' large number of people (Van der Merwe, 1996). Babbie, 2020 argues that quantitative research approach allowed the researchers more objectivity. This study was conducted under the corona virus (COVID 19) pandemic, the researchers adopted this COVID 19 lockdown regulations form level 5 to level 1, for the issues of safety the researcher chose to use quantitative research approach where the participants were given questionnaires. Quantitative research design allowed the researchers to access a large population of emerald sky tenants. The research was conducted under alert level one COVID 19 regulations, this level and COVID 19 in general requires people to observe social distancing, wear masks and sanitize. The researcher ensured all COVID19 regulation are adhered by providing masks, sanitizers and see to it that social distancing is observed.

Sample

In this research study the researcher used random selection, a random sample is a sample that is selected randomly and intended to provide an unbiased reflection of the entire population. The entire sample size is determined using the online sample calculator for Rao soft Allowing 5% standard error, 95 percent confidence and 50% response. Rao soft requested a minimum of 383 samples at first, but this was too large owing to time and expense constraints, so we chose a standard error of 10%, which suggested a minimum of 90 respondents in the study region. The researchers interviewed 30 people who are renting double bedroom flats, 30 people who are renting single bedroom flats, 30 people who are renting to buy both in double bedroom and single bedroom.

Ethical Clearance

In The study was granted ethical clearance by the university of Fort Hare on the 14 of December 2021.

Findings of the Study

The findings of the study are analysed, presented, and discussed in this chapter. The participants were chosen from an unbiased random selection of research volunteers from the study population, and all 90 questions were completed and responded. The Statistical Package for Social Science was used to analyse the data from the questionnaire (SPSS). The data is presented in the form of pie charts, bar graphs, and tables.

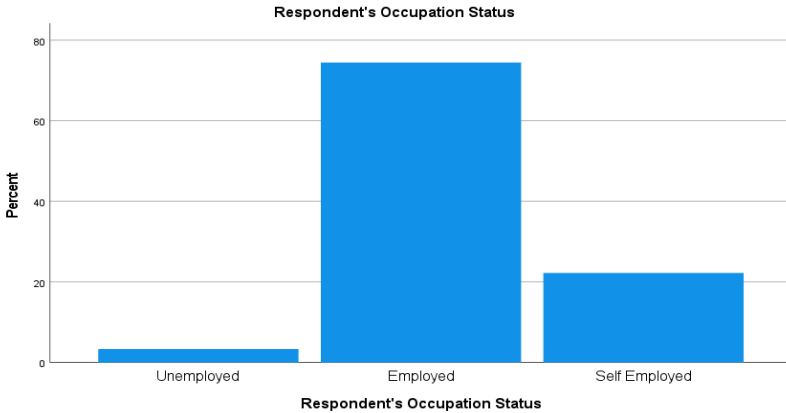*Demographic and Socio-economic household characteristic of respondents*

Figure 1: Occupation Status

Figure 1 shows that the majority 74.4% (n=67) of respondents from Emerald Sky rental flats are employed. 22.2 % (n=20) of residents stated that they were self-employed, while 3.3% (n=3) stated that they were unemployed. According to SOHI, 2020 states that in order to stay in the social housing you must be a household earning R1501 to R15 00 per month and you must be proven financially dependent permanently, these findings clearly illustrate that in order to be admitted in the social housing you need to be employed or engage in economically activities so that you can be able to pay rent. Also the findings of this study is telling us that the is 3.3 people who indicated that they are unemployed, and this work against the rule that you must be employed , perhaps these people had employment, they lost it through the national state disaster of COVID 19 were most people where retrenched in their employment, and now are engaging in some economic activities, According to Tswanya, 2020 the COVID 19 outbreak and ensuing lockdown cost three million South Africans their employment in 2020. (Tswanya, 2020).
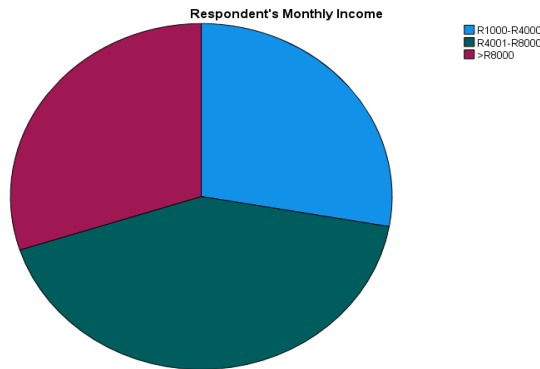

Figure 2: Monthly Income

Rust, 2008 argues that the fundamental goal of urban restructuring and developing sustainable human settlements is to provide social housing rental accommodation at the top end of the low-income market, ranging from R1500 to R7500.

As portrayed in figure 2, all the residents had an income allowance. As per the expectations or the target of the Flats, the largest percentage 42.2% (n=38) of the people had an income ranging from R4001- R8000 and most of them are employed. Another percentage 30% (n=27) of the people reported that they receive an income that's greater than R8000. Lastly, 27.8% (n=25) of the residents conveyed that they receive an income that is in the range of R1000-R4000. Sipungu and Njeya, 2016 demonstrate that integration is an important part of social housing, with one of the conditions being that a minimum of 30% of leaseholders must be in the primary market of R1500-R3500, with the remaining 70% in the secondary market of R3500-R7500.

In this study the researcher finding were that the Rental tenants of Emerald sky Social Housing have 30% of tenant who have the income of R8000 and more and that is not accordance with the policy of social housing, Hlophe 2018 states that in Social housing the is a lack of monitoring and evaluation of tenants payslip, employment background check, hence we find people who got paid R8000 and more could be the possibility of leak of monitoring and evaluation. In some instances, it could be illegal occupants by renting a flat to a legal occupant some are cohabiting with the Legal occupant of the flat.

Tenants Satisfaction with The Flats
Is the respondent satisfied with the flat?

Table 1: Tenant Satisfaction

		Frequency	%	Valid %	Cumulative %
Valid	No	10	11.1	11.1	11.1
	Yes	80	88.9	88.9	100.0
	Total	90	100.0	100.0	

Table 1 stipulates that 89.9% as (n=80) respondents who were satisfied about the flats while 10% (n=10) were not satisfied with the flats at Emerald Sky Flats, thus Litman (2016), discontent with the building, flats, and individual housing units are linked to a higher likelihood of considering transferring as soon as possible but staying longer in the unit indicates pleasure with the housing unit. The literature reveals that the tenants were satisfied living in Emerald Sky, as you see below Table 2 that they are 55,6 of tenant who lived there for 5 years which is the longest period of stay in the social housing flat, which means that no people can stay such a long time with no satisfaction of the flats.

Respondent's time frame at the flat

Table 2: Years of stay in Emerald Sky

Respondent's residing time frame at the flat

		Frequency	%	Valid %	Cumulative %
Valid	less than 1year	21	23.3	23.3	23.3
	1-5years	50	55.6	55.6	78.9
	more than 5years	19	21.1	21.1	100.0
	Total	90	100.0	100.0	

Table 2 shows that 23.3% (n=21) had less than a year staying at the Emerald Sky Flats, 55.6% (n=50) reported that they had between one year to five years staying at Emerald Sky Flats as shown by the above table and this shows how the management of the Emerald Sky Flats do provide a quality management to their tenants. Lastly, 21.1% (n=19) reported that they had more than five years staying at the Emerald Sky Flats. Most residents of the Emerald Sky Flats were found to have more than a year at the Emerald Sky Flats, hence the more the number of years at the flats the more satisfied the residents.

As shown by Table 1 above since the tenants have had the high level of satisfactions by the flat's conditions at Emerald Sky. Therefore, they still have tenants who have stayed there for more than 5 years. A tenant's motivation in remaining to live in an apartment she has called home for some time appears to be a stronger or more important argument than a business landlord's interest in maintaining the same amount of independence of choice in rental agreements and in maintaining a high profitability.

Is the amount of space at the flat enough?

Table 3: Size of flats

		Frequency	%	Valid %	Cumulative %
Space	Validity				
	Yes	90	100	100	100
	No	0	0	0	0

As shown in table 3, 100% (n=90) of the respondents agreed that the amount of space at the flats was enough and 0% of the respondents complained about space. This is because the rental flats are not permanent homes for many.

According to Malgas, 2018 states that the social housing must have enough space with a unit of 30m squared metre in size for new builds and must have separate bathrooms and at least a kitchen area, according to the literature and table 3 it shows that tenants are

satisfied with the space of the flat that it is enough, and Emerald Sky had observed the proposal of the BNG.

Rent Affordability

Table 4: Rent Affordability

		Frequency	%	Valid %	Cumulative %
Valid	**No**	63	70%	70	70
	Yes	27	30%	30	30
	Total	90	100.0%	100.0	100.0

This table shows the results where the tenants were asked whether the rent of the Emerald Sky Social Housing Flats was affordable or not affordable. According to the table, 70% of respondents (n = 63) thought the monthly rent was not fair or affordable, while 30% (n = 27) thought it was. However, the respondents refused to tell us the exact amount of their monthly rent. A large population agreed that monthly rent of Emerald Sky Flat is not affordable, and this implies that the rent unfair according to the majority rule. The is possibility that the 30% that stated the rent is affordable, is the same 30 of people who earn R8000 and more.

Furthermore, according to Sipungu and Nleya (2016), integration is an important part of social housing, and one of the requirements is that a minimum of 30% of leaseholders must be in primary income of R1500-R3500, with the remaining 70% in the secondary market of R3500-R7500. Furthermore, according to Hlophe (2018), a minimum criterion for affordable housing must be applied, particularly for low-income households that frequently struggle to pay their rent. Additionally, according to Hlophe 2018, studies on housing affordability show that when housing costs more than 30% of an individual's income, it is no longer affordable. As a result, if the 27.8% (n = 25) of respondents who complained about monthly rent affordability are paying more than 30% of their monthly salary, the rent at Emerald Sky is just not fair.

Basic needs

Table 5: Basic needs, water supply

		Frequency	%	Valid %	Cumulative %
Valid	Poor	11	12.2	12.2	12.2
	Satisfactory	45	50.0	50.0	62.2
	Very good	34	37.8	37.8	100.0
	Total	90	100.0	100.0	

Table 5 shows the level of water supply of at the Emerald Sky Flats. 50% (n = 45) of the respondents of the questionnaires reported that the water supply system at the Emerald Sky Flats was satisfactory, while 37.8% (n =34) of the respondents reported that the water supply system was very good, only 12.2% (n = 11) said that the water supply was poor. Even though the number of respondents who said that water supply is poor 12.2 % (n =11), this remains the predicament and it needs to be solved. Furthermore, according to the United Nation Development Programme, 2017 availability of water and sanitation for all is a Development Goal 6 under the Millennium Sustainable Development Goals. Therefore, access to water is essential it needs to be attended as soon it arises.

Electricity Rates Affordability

Table 6: Basic needs, electricity affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	**Yes**	**90**	**100.0**	**100.0**	**100.0**

Table 6 shows that 100% (90) of people that responded to the questionnaires confirmed that the electricity bills at the Emerald Sky Flats were affordable. This also demonstrates that the most of tenants in these social housing rental flats are employed or self-employed, and hence have the financial means to pay their electrical costs. Furthermore, social housing, according to Wicht (1999), should be financially viable and sustainable.

Table 7: Proximity of social amenities

		Frequency	%	Valid %	Cumulative %
Valid	Far off	26	28.9	28.9	28.9
	Near	64	71.1	71.1	100.0
	Total	90	100.0	100.0	

From the data that was collected table 7 shows 28, 9% (n = 26) of the people said that the flat is far off from schools, hospitals and clinics, police station and the central business district, 71, 1% (n =64) of the people reported that the Emerald Sky Flats are close to the social amenities. Hence, according to the statistics provided a larger number of people agree that the flat is near to public facilities. The majority of the Emerald Sky Flats 71.1% (n = 64) agreed that they are near to the public facilities such as institutes, clinics, police stations and central business district.

Furthermore, according to the Department of Human Settlement (2004), it is critical to make sure that people live in societies with community facilities, and this is the comprehensive approach of Breaking New Ground, which was founded in 2004. The key purpose of the Breaking New Ground is to make a settlement where people will exercise the livelihoods. In addition, from what the table shows one can deduce that, Emerald Sky is situated in place where social amenities are closer, and people who reside here are able to get service delivery from the government. Lastly, the social housing product, according to Wicht (1999), must be supported by the government, fulfil adequate housing quality criteria, and be placed near social facilities.

Safety and security

Table 8: Safety and security

		Frequency	%	Valid %	Cumulative %
Valid	NO	90	100.0	100.0	100.0

Table 8 shows that 100% (n =90) of Emerald Sky Flats tenants do not feel safe within the premises. Many of the tenants during the distribution of the questionnaires complained about the high rate of crime in Emerald Sky especially to the blocks that are situated far from the entrances where there are securities. The results showed by the table above prove that there is a lot of that needs to be done by the management of Emerald Sky concerning the safety of their tenants. In addition, about four of the tenants complained that their laundry is always stolen on the drying yard.

According to Daily despatch, 2018 states that they are 991 cases reported of house burglary at Cambridge Police station in East London. Furthermore, according to Statistics South Africa, 2017, house burglary is the most feared crime in South Africa. To minimize criminal activities in South Africa, the (National development plan) has set out the roles and functions of the justice system in an attempt to reduce crime rates among women and youth (CSIR, 2016). According to Kruger and Landman (2008), crime is still a big problem in South Africa, and it is always on people's thoughts.

Table 9: Rating security

		Frequency	%	Valid %	Cumulative %
Valid	Poor	51	56.7	20.0	20.0
	Good	39	43.3	80.0	100.0
	Total	90	100.0	100.0	

The table above shows that, Of the 90 people that responded to the questionnaires 56.7% (n =51) of the total population rated the Emerald Sky Flats security to be poor, while 39 % (43.3) of them rated the security system to be good. Hence according to the statistics obtained a large population reported that the security system is poor. Regarding the statistics shown from the table above the security of Emerald Sky is poor however the majority complained about the security and majority of tenants mentioned that there are only 2 securities, and they feel that is not enough as the visitors are not well monitored in terms of issuing identity, visitors just write their names on the register but not verified if they are real identity.

Recommendations

This section seeks to outline the recommendations for social housing on how to deal with the predicaments that were discerned during the study. The recommendations that were suggested are as follows, thoroughly screening of the applicants, implementation of social housing policies, increasing the number of security personnel, enhancing monitoring and evaluation mechanisms, improved relationship between tenants and management and maintaining 30% standard for affordable housing.

Thorough Screening of the Applicants
To avoid tenancy fraud, the applicants should be thoroughly screened before they can be granted the social housing rental flat. The screening process should include, examining whether the applicant falls under the income bracket that social housing is catering for. Secondly, the applicants should provide their pay slips together with their Identity Documents and this should be done in person to ensure that the person who is applying for the flat is actually the one who will occupy the flat should the application be successful.

Implementation of Social Housing Policies
For social housing institutions, there must be policies that are followed. It is said that there are no clear protocols for Social Housing institutions in South Africa, as a result of which they work on varied techniques. Furthermore, as stated at the outset of this research study, social housing is intended to serve low to middle income individuals who have income between R1500 and R3500 in the first income band, and R3500 to R7500 in the second income bracket.

The income bracket for social housing keeps on increasing. For instance, the former minister Lindiwe Sisulu raised the income threshold from R1500 to R15000. There was a contradiction when this income bracket was increased because this meant that individuals who earn R15000 were able to get social housing rental flat even though they do not form part of low-middle income. Individuals earning less than R15000 are part of the gap housing market, which stipulates that they are too wealthy to qualify for a free housing

subsidy yet too poor to qualify for a mortgage bond, according to the law. Social Housing Regulatory Authority should implement policies which stipulates or states what will happen when the monthly of income of a tenant increases. Moreover, Social Housing Regulatory Authority must compile procedures within social housing institution and these procedures should be the same for the whole country.

Expanding the Number of Security Personnel

During the survey majority of Emerald Sky Flats tenants complained about the high rate of crime. The management of Emerald Sky Flats should expand the number of security personnel because there are only two securities, and they are at the entrance and at the exit gate. It can be very useful for the management to deploy securities for each block. In addition, some of the tenants mentioned that, more than two times burglaries came inside their flats pointing guns at the tenants demanding their belongings. This shows that there is high rate of crime in these flats therefore expansion of security personnel is indeed needed as safety of the tenants is the top priority.

Enhanced Monitoring and Evaluation Mechanisms

The Department of Human Settlements should create monitoring and assessment methods to verify that the social housing institution is performing well. This can be done by lasing with community ward councillor's and traditional communities ensuring that beneficiaries voice is head on the issues they are facing and issues of housing quality etc. In addition, the Department of Human Settlement together with Social Housing Regulatory Authority must monitor and evaluate the social housing policies and regulations within the social housing institution.

Healthy Relationship between Social Housing Management and Tenants

A good relationship between the management and the tenants is very significant. Moreover, a healthy relationship will enable the tenants to voice out their challenges within the social housing rental flats. On the other hand, the management will as well be able to communicate with the tenants about the issues that are being raised by the tenants. Communication builds a strong relationship therefore the tenants should be able to communicate with their management when there is an issue within the rental flats.

Maintaining 30% Standard for Affordable Housing

According to Hlophe 2018, a minimal requirement for affordable housing should be implemented, particularly for low-income households that frequently struggle to pay their rent. Furthermore, according to Hlophe (2018), studies on housing affordability show that when housing costs more than 30% of an individual's income, it is no longer affordable. The residents of Emerald Sky Flats complained to us during the investigation that the rent increases every year (in July) and that they still must pay for water and electricity. This appears to be unjust because the management raises the rent without knowing how much

they earned during the previous month. Therefore, when social housing organizations raise an individual's rent, the tenant's monthly pay slip should be considered to guarantee that the rent does not exceed 30% of the tenant's monthly income.

Conclusion

This study has highlights the need for social housing to mitigate the large number of people who are disadvantaged. However proper measurers need to be put in place to ensure proper monitoring of the housings. Issues of quality, geographic location of the rentals, security etc. need to be examined when planning social rentals ensuring that they are feasible and closely located to development zones. Social housing are of paramount importance in urban areas to address shortage of accommodation and its expense. Thus, ensuring that the lower and middle class who cannot afford the expensive accommodation prices in urban areas are accommodated is housing affordable to them.

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