

AFRICA UNIVERSITY
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ASSESSING THE SUCCESS OF THE HOBHOUSE HOUSING
PROJECT IN ADDRESSING THE RIGHT TO ADEQUATE HOUSING
IN MUTARE

BY

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A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
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Abstract

The main aim of this study was to assess the extent to which the Hobhouse Housing Project provided adequate housing for the disadvantaged groups in the City of Mutare. The assessment was based on the seven dimensions of adequate housing as delineated by the UN Office of the High Commissioner for Human Rights (2009). These dimensions include legal security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability; accessibility; location; and cultural adequacy. The study adopted the qualitative approach and used interviews, documents and focus groups to collect data. Purposive sampling was used to select the participants and the sample consisted of 5 house owners and 3 committee members, with the addition of Hobhouse Ward councilor and 2 Haarlem Mutare staff for the focus group discussion. The Hobhouse Housing Project effectively implemented the human rights-based approach in its programming. The study showed clear evidence of active participation of the beneficiaries in the project, non-discrimination and equality in their selection, their empowerment through the project and the accountability of all project beneficiaries. The project satisfactorily addressed all the seven dimensions of the right to housing. Overall, the dimension that was most effectively addressed was the legal security of tenure which can be considered as the most critical for the disadvantaged residents because they now have homes. It can also be concluded that the dimensions that were least addressed were affordability in the context of payment of rates and habitability in the context of some uncompleted houses. This was largely due to the harsh economic environment that has resulted in high unemployment and poor business for those who worked in the informal sector. With respect to addressing other forms of human rights, the study concluded that the Hobhouse Housing Project satisfactorily addressed the rights to water, education and health. Additionally, the project brought about some unexpected benefits or externalities such as increase in the beneficiaries' ontological security, social capital and sense of safety. Given the numerous direct benefits and externalities associated with the housing project, the study recommends implementing a similar project in other parts of the City of Mutare and other parts of the country. Human rights-based approach should be embedded in the recommended projects.

Key Words: Right to housing. Human Rights-Based Approach

Declaration Page

I declare that this dissertation is my original work except where sources have been cited and acknowledged. The work has never been submitted, nor will it ever be submitted to another University for an award of a degree.

Student's Full Name

Student's Signature (Date)

Supervisor's Full Name

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Dedication

This work is dedicated to my wife Jean and our recently born daughter, Matipaishe
Esther.

List of Acronyms and Abbreviations

HRBA	Human Rights-Based Approach
ICESCR	International Covenant on Economic, Social and Cultural Rights
MPCNH	Ministry of Public Construction and National Housing
UNCHRC	Office of the United Nations High Commissioner for Human Rights
UNDP	United Nations Development Programme
UNCHS	United Nations Centre for Human Settlements

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CHAPTER I INTRODUCTION

1.1 Introduction

Housing rights are becoming important as a strategy for highlighting needs and raising housing standards across the world. According to Hearne and Kenna (2014) these rights are now an integral part of economic, social, and cultural rights within international human rights instruments. Hearne and Kenna further observe that the right to adequate housing is recognized legally at national and international levels. Among the strategies used to implement these rights is the human rights based approach (HRBA), which is commonly used by many nongovernmental organisations and development agencies. To a large extent, many housing issues arise in relation to required housing standards and provision of requisite social services to urban residents. This qualitative research study explored the extent to which the Hobhouse Project in Mutare addressed housing rights of the marginalised households. The focus on the provision of housing is very important because shelter is a basic need for every human being and therefore a critical human right.

1.2 Background to the study

The right to housing is recognised in a number of international human rights laws. For example, Article 25 of the Universal Declaration of Human Rights recognises the right to shelter as part of the right to an adequate standard of living. In this regard, the Article states that “Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical

care and necessary social services (Bill, Joe; &, Henk, 2002). Bill, Joe and Henk (2002) further note that Article 11(1) of the International Covenant on Economic, Social and Cultural Rights (ICESCR) also guarantees the right to housing as part of the right to an adequate standard of living. In fact, according to the international human rights law, the right to housing is regarded as a freestanding right. The 1991 General Comment Number 4 on Adequate Housing by the UN Committee on Economic, Social and Cultural Rights also stressed the importance of adequate housing for satisfactory living (Terminski, 2011).

Several theories also support housing or shelter as a basic need for any person based on the theories of human needs. For example, according to the Maslow theory of hierarchy of needs, shelter is one of the basic human need in addition to other basic needs such as water and food. Manfred Max-Neef's human needs theory is also supported by Stewart (1995) who states that besides food, security and safety, man needs adequate shelter as part of the physical needs that must be satisfied to ensure his healthy survival. Moreover, UN Human Rights Commissioner (2017) recognizes housing as a basic need and human right. A secure place to live in is crucial for human survival. As a result, housing is taken as a basic human right which every nation must address. This explains why in most countries housing as a human right is embedded in their national constitutions. For example, the Zimbabwe Constitution (2013) Section 28 states that "The State and all institutions and agencies of government at every level must take reasonable legislative and other measures, within the limits of the resources available to them, to enable every person to have access to adequate shelter". The main challenge with this statement is that Zimbabwe is facing several economic challenges such that the government cannot

even provide basic services such as clean water supply. In addition, the problem is worsened by rapid population growth. For example, the economy of Zimbabwe shrank significantly after 2000, resulting in a desperate situation for the country associated with widespread poverty and very high unemployment rate.

Despite the fact that shelter is a basic human right, several countries have dismally failed to address this problem. For example, according to Muchadenyika (2015), Zimbabwe's urban housing challenge is typified by shortages, overcrowding, obsolescence and the under-provision of infrastructure services. He notes that the official housing backlog stands at 1.25 million housing units. In fact, a lot of research has shown that the supply of housing and the associated settlement services lags behind demand in Zimbabwe since independence. This has resulted in long waiting lists and straining of existing settlement facilities. For instance, Mutembedzi (2012) noted that in the 1990s annual supply was less than 10% of targets at 12 000 to 14 000 units per year versus a target of 162 500 units. Although the Government of Zimbabwe has recognized the right of every one to an adequate standard of living for every person, including food, clothing and housing, this has remained a pipe dream as very little has been done to address the challenges and rectify the problem especially the housing crisis facing the urban population mainly the low income earners and the unemployed (Muchadenyika, 2015).

Given the limited capacity to deliver adequate housing within the context of a deteriorating economic situation, questions arise as to the actual magnitude of the impact on already marginalized groups. It is important to note that the Government has come up with several housing strategies and programs to address the problem of housing in urban

areas. For example, it has encouraged the development of houses through cooperatives. It has also come up with low income housing projects such as Operation Garikai to provide low cost houses for those displaced by Operation Murambatsvina. However, these limited strategies have not managed to match the ever increasing demand for housing. Thus despite the efforts at building more houses the low-income earners still face housing problems. This is evidenced by the emergence of squatter settlements and backyard shelters in major urban areas such as Mutare and Harare. However, some the informal settlements are political motivated as some parties encourage their supporters to settle around urban areas to enhance their political support during elections.

In an effort to address the urban housing crisis in Zimbabwe, the donor community has initiated housing development projects aimed at addressing housing problems faced by the marginalized in some urban areas. One such project was the City of Haarlem Project in Mutare. One of the main objectives of the project was to provide low cost houses for the marginalized households in the newly established high density suburb of Hobhouse in Mutare. Despite the efforts made by the Hobhouse Housing Project, there is no empirical evidence to demonstrate that the project adequately addressed the housing needs of the beneficiaries in the context of provision of adequate housing as defined by UN Declaration of Human Rights (1948). Provision of housing through the lens of the UN Declaration of Human Rights is different from mere provision of shelter as it has been noted that mere provision of 4 walls is not enough. According to UN Declaration of Human Rights (1948), adequate housing should meet basic minimum standards that include security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability, accessibility; location; and cultural adequacy.

The foregoing criteria for the right to housing means that the planning and programming of housing projects must be guided by the human rights-based approach (HRBA). According to UNICEF (2016), a human rights-based approach is a conceptual framework for the process of human development that is normatively based on international human rights standards and operationally directed to promoting and protecting human rights. The significance of the HRBA to development planning is that it is the right thing to do, morally or legally. It also leads to better and more sustainable human development outcomes. In addition, it helps to resolve conflicts between different stakeholders in development programs. The origin and facets of the approach are explained in detail in Chapter 2. Applying the HRBA ensures that a given project or program should address specific human rights when it is implemented. The approach helps to prevent the misfortune of providing unwanted services which are not responsive to the basic needs of communities. While several scholars that include Jonsson, Furin, Jeenah, Moosa, Sivepersad, Kalafatis and Schoeman (2013) have examined how HRBA has been applied in development projects, there is a dearth of research in Zimbabwe that has assessed the project programming that addresses housing as a human right from the HRBA perspective. It is against the foregoing background that the study sought to examine the extent to which the Hobhouse project provided adequate housing to its beneficiaries

1.3 Statement of the problem

While the provision of housing to the marginalised is critical, many urban dwellers in Zimbabwe are homeless. It is also important to note that housing is a basic human right which governments are expected to fulfil. In the context of Zimbabwe, the country is facing phenomenal housing problems resulting in many urban residents living in informal shelter. As a result, some donors are contributing to the provision of urban housing with the Hobhouse project being an example. To successfully address human rights-related problems such as housing, development projects are now encouraged to apply the Human Rights Based Approach (HRBA) to project programming. The study therefore sought to examine the extent to which the Hobhouse project had effectively or successfully provided adequate housing as a human right to the beneficiaries using the HRBA as the lens.

1.4 Purpose of the study

The purpose of the study was to assess the extent to which the Hobhouse housing project was successful with respect to the provision of adequate housing as a basic human right to the less privileged.

1.5 Objectives of the study

The main objectives of the study were to:

1. Assess the extent to which the Hobhouse project has addressed the various facets of the right to adequate housing with respect to security of tenure; availability of

services, materials, facilities and infrastructure; affordability; habitability, accessibility: location; and cultural adequacy.

2. Examine the extent to which the project implemented the principles of the human rights-based approach.
3. Identify the main challenges the project is facing and then suggest strategies that can be used to improve its performance.

1.6 Research questions

The study sought to answer the following research questions:

1. How has the project addressed major facets of the right to adequate housing as a basic human right with respect to respect to security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability, accessibility: location; and cultural adequacy?
2. To what extent has the project applied the human rights based approach in its implementation?
3. What are the main challenges the project is facing and what could be done to improve its performance?

1.7 Significance of the study

The human right to adequate housing is one of the fundamental human rights which captured the attention of the international community. To comply with minimal standards set by the international community, the right to adequate housing under

international human rights law calls for the adoption of the seven dimensions of the right to adequate housing. The findings of this would be informative to several stakeholders about their right to housing vis-à-vis the duty of government to take measures to realize this basic human right. The recommendations of this dissertation could also serve as an incentive for the national and local governments to take the necessary steps to realize the right to housing. The successes of the Hobhouse project delineated in this study could be used as a best practice. Therefore, other projects involved in the provision of housing can also use the project as a benchmark for incorporating HRBA approach in programming and delivery of housing projects. Lastly, the findings and recommendations of the study could also help to inform policy that guide development projects especially those that address human rights.

1.8 Assumptions

The study assumed that the HRBA was relevant to the Hobhouse project and the project was implementing some key elements of HRBA. The study also assumed that apart from addressing housing as a human right, the project was also addressing other human rights. The study further assumed that the project beneficiaries were the marginalized who were homeless before the implementation of the project. The last assumption of the study was that the participants would voluntarily participate in the study without due political influence and would therefore provide authentic responses during data collection.

1.9 Delimitation

The study only involved beneficiaries of the Hobhouse Housing Project. Other Hobhouse dwellers were not included in the study. While other donors could have

played a role in the provision of Hobhouse houses, the study only focused on the City of Haarlem because it availed critical financial resources to the project. Additionally, the study examined the implementation of key principles of HRBA such as participation, empowerment, accountability, legality and non-discrimination. The study further assessed the extent to which the project addressed other human rights related to the right to adequate housing such as supply of clean water, provision of health and education facilities. Finally, beneficiaries of the project, members of the housing committee, the word councilor and the Mutare-Haarlem City Project staff participated in the study.

1.10 Limitations of the Study

Given that the financial contribution was from the donors, some beneficiaries might have presented a positive image of the project to avoid disappointing the donors if negative aspects of the project were reported. To mitigate this challenge, the researcher used several methods to collect data such as interviews, project documents and focus groups.

1.11 Definition of terms

Development: In this study a defined by Todaro (1985:5) will be adopted. Todaro defines development

as a multidimensional process involving major changes in social structures, popular attitudes, and national institutions, as well as the acceleration of economic growth, the reduction of inequality, and the eradication of absolute poverty. Development, in its essence, must represent the whole gamut of change by which an entire social system, tuned to the diverse basic needs and desires of individuals and social groups within that system, moves away from a condition of life widely perceived as unsatisfactory and toward a situation or condition of life regarded as materially and spiritually better.

In this context, the researcher views development as positive change or improvement in living standards of a given population. It can also be defined as efforts that seek to improve the economic well-being and quality of life for a community by creating and/or retaining jobs and supporting or growing incomes. Providing infrastructure such as housing and roads is also evidence of development as this will improve living standards of a given community.

Housing project: In this study this means a publicly built and operated housing development, usually intended for low- or moderate-income beneficiaries.

Human Rights-Based Approach (HRBA): UNICEF (2016, p.1) defines “human rights-based approach as a conceptual framework for the process of human development that is normatively based on international human rights standards and operationally directed to promoting and protecting human rights”. In this study it is viewed as a method of planning and executing development projects with a view to address human rights-related problems such as housing crisis.

Human rights :are defined by the United Nations Office of the High Commissioner for Human Rights (2017) as rights inherent to all human beings, irrespective of nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. All human beings are entitled to human rights without discrimination. These rights are all interrelated, interdependent and indivisible.

Human right to adequate housing: UN Declaration of Human Rights (1948) says that adequate housing is more than just four walls and a roof. It is the right of every woman, man, youth and child to gain and sustain a safe and secure home and community in which to live in peace and dignity. Again it entails having housing that meets all the seven dimensions of housing that include security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability, accessibility: location; and cultural adequacy.

Project success: According to the Maryland Department of Information Management (2016, p. 1) “successful projects are those that meet business objectives, are delivered and maintained on schedule, are delivered and maintained within budget, and deliver the expected business value and return on investment”. Hence, in this study project success is viewed as the degree to which objectives of the project are achieved and the extent to which targeted problems are solved. It can also be viewed as the effectiveness of the project. In this study assessing project success refers to examining the extent to which the Hobhouse housing project achieved its goal of providing adequate housing to the project beneficiaries.

1.12 Summary

This chapter gave the background of the study in which the importance of the housing to the marginalized was stressed. It was also noted that housing is a basic human right which governments are expected to provide. In the context of Zimbabwe it was noted that the country is facing phenomenal housing problems resulting in many urban residents living in informal shelter. As a result, some donors are contributing to urban housing with the Hobhouse project as an example. The study therefore sought to

examine the extent to which the Hobhouse project is addressing the human right to housing to the beneficiaries. The chapter then presented the statement of the problem, the research objectives and questions, the research assumptions, the significance of the study, the limitations and delimitations of the study. Review of related literature will be presented in Chapter 2. Chapter 3 deals with the research design and related data-gathering instruments. Data presentation and its analysis are covered in Chapter 4, while Chapter 5 summaries the entire study with the view to drawing some substantive conclusions out of which the study made some recommendations

CHAPTER 2 REVIEW OF RELATED LITERATURE

2.1 Introduction

The right to an adequate standard of living and the right to adequate housing are enshrined in several international human rights laws. Despite the core focus of this right within the global legal system, the United Nations Office of the High Commissioner of Human Rights (2009) observes that more than a billion people around the world do not live in adequate houses. Over a million people live in conditions that do not uphold the human rights that are contained in the international law instruments and national constitutions. Unhealthy conditions and overcrowded slums are common across the world (United Nations Office of the High Commissioner of Human Rights, 2009). The right of access to adequate housing is said to be important in order to enjoy all other human rights. For example, a habitable house should have clean water supply as well as adequate lighting. Hence, one cannot separate adequate housing from clean water supply and other essentials required in a house. A house is considered fundamental for human dignity and for physical and mental health which are crucial for socio-economic development (Chenwi, 2007).

Zimbabwe's Constitution Section 28 states that "The State and all institutions and agencies of government at every level must take reasonable legislative and other measures, within the limits of the resources available to them, to enable every person to have access to adequate shelter". Despite the importance of shelter stressed in the

Constitution, provision of adequate housing still remains a pipe dream in Zimbabwe especially in urban areas. To make matters worse, the right to housing is not even defined as a fundamental human right in the Zimbabwean Constitution. Right to housing falls under national objectives in Chapter 2 of the Constitution and national objectives are not as strict as fundamental human rights which are delineated in Chapter 4 of the Constitution. This chapter first looks at the housing crisis in Zimbabwe and efforts to address the problem by government and donors. The chapter provides a definition of the right to adequate housing embedded in the UN Declaration of Human Rights, origins of the right to adequate housing, and the seven components of the right to adequate housing. The chapter then examines the human right-based approach to programming in development projects.

2.2 Conceptual framework work for the study

The human rights-based approach is the conceptual framework for the study. This section examines the various approaches that can be used to address people's needs starting with the elementary approach to rights approach which is now recommended by development practitioners. According to Replace Campaign (2012), the field of social development has seen three major approaches to dealing with problems. These approaches include:

- the charity model
- the needs-based approach
- the rights-based approach

Delineating the charity and the needs-based approach is critical to help us understand the origins of the human rights-based approach. In fact, most development agencies (e.g. UNICEF, 2016); The Danish Institute for Human Rights, 2007) follow this approach when they introduce the human rights-based approach in they introduce HRBA. In addition, renowned scholars and advocates of the human rights-based approach such as Sano (2000) and Harris-Curtis (2003) also use the same approach when introducing the HRBA. The charity and the needs-based approaches are in fact, the foundation to the HRBA.

The origin of the HRBA approach is debatable. Some scholars such as Harris-Curtis (2003) say that rights approach developed from gender and human rights struggles while others such as Sen (1999) contend that the approach originated from the struggle for freedom itself. Others maintain that the approach originated from the struggle for the recognition of rights of disabled people (Hurst 2001). UNHCR (2001) and other development agencies interpret rights-based approach as a natural progression from the struggle for civil and political rights to economic, environmental, cultural, and social rights. Yet another interpretation of the origins of rights-based approach presented by Sano (2000) is that the different disciplines of development studies, economics, and human rights have been brought together by the debate on rights. However, the focus in this section is to examine how the HRBA became an important concept with development agencies.

2.2.1 The charity model

According to Harris-Curtis (2003), there has been a paradigm shift from the basic needs to the rights approach in development. As a result, many actors in the development field are reorienting their policies to an explicit rights-based approach. Harris-Curtis argues that this can be explained by looking at the history of organisations dedicated to poverty eradication, such as non-governmental organizations. Most non-governmental organizations started as charities with philanthropic objectives. Western countries have a history of philanthropy that evolved from slavery abolitionists through the protestant ethics of the Salvation Army to modern day, often secular, non-governmental organizations. Slim (2001) therefore notes that the evolution from the sentimental, paternalistic and privileged discourse of philanthropy and charity, to a more political, egalitarian and empowering ideology of rights and duties' challenges the very basis of charities and non-governmental organizations.

The foregoing shows that the charity or philanthropic approach has evolved. In this regard, Replace Campaign (2012) notes that the charity model or generosity model has been the dominant model for dealing with social problems for thousands of years. The model is based on the assumption that the philanthropists (donors) know the needs of the poor and would satisfy those needs through generosity. Replace Campaign (2012) further notes that the charity model involves the donation of money, food, clothing, shelter and medical care to alleviate the immediate suffering. After their immediate needs are catered for, the poor and needy continue to be poor and needy and they became increasingly dependent on donations. In many cases, because the poor do not

participate in identifying their real needs, they will not be fully committed to changing their lives in the way that the donors expected or demanded. The charity model does little or nothing to make systemic changes to fix the causes of the problems.

Harris-Curtis (2003) contends that the rights discourse is challenging the charity model because it asserts the individual person living in poverty is active agent, rather than a passive recipient. Harris-Curtis further observes that whereas previously the 'charity worker' or 'benefactor' gave resources for the poor from the 'goodness of their own heart', now their role has changed. In the rights context, the poor person has rights that can be asserted; philanthropy has been replaced by facilitating someone actually in the fight to gain power through asserting their rights. So the balance of power is being challenged, the major argument being that no longer are the poor there to be 'helped'. On the contrary, they are poor only because they are being denied their rights. Hence, viewed from this perspective, the HRBA has a liberating message.

2.2.2 The needs based approach

Before the emergence of the rights-based approach, the needs approach was predominant around the middle of the 20th century. During this period, Sano (2000) notes that the development sector started to shift into a new model called the needs-based approach. According to Replace Campaign (2012), the needs approach is based on the needs as expressed by the poor themselves. The approach came with very important changes. The donors did not arbitrarily decide what the poor needed. Rather, the poor

participated in the process of identifying their real needs and deciding on the means to alleviate those needs. For decades, the needs-based approach to development prevailed. Scholars such as Sen (1999) maintains that the needs model was a huge improvement over the charity model as it helped establish a respectful dialogue between the donors and the needy. The prevailing view was (and in many cases still is) that non-governmental organisations should not engage in local or national politics. In view of these political implications, several development agencies started to approach development with a view to address human rights issues. For example, in Zimbabwe, UNICEF (2003) noted successes and challenges of employing a human rights-based approach to programming. UNICEF (2016) found that HRBA demanded much better programming, at both the conceptual and practical levels, and required a deeper level of operational capacity. However, the approach effectively assisted UNICEF-Zimbabwe to move away from single-issue-based, small-scale, and often top-down “interventions” toward community-initiated, process-conscious, and participatory programming for the realisation of children’s rights, especially in such critical areas as HIV/AIDS. In view of this example, HRBA is explained in detail in the next section.

2.2.3 The human rights-based approach (HRBA)

Before we examine the HRBA, it is important that the concept of human rights is discussed starting with the evolution of human rights.

2.2.3.1 Evolution of human rights

The issue of human rights has a long history which was pioneered by classical writers that include Locke, Hobbes and Rousseau. Human rights views of these writers are discussed in this section to provide the background to the evolution of the concept.

Thomas Hobbes (1588–1679) proclaimed that all human beings have natural liberty as well as equality. Given this basis, individuals are authorized to undertake whatever actions necessary to protect themselves from other human beings. Such self-protection constituted the basic principle of human rights. Hobbes maintained that the exercise of one's natural liberty leads directly to unending conflict and continuous fear, inasmuch as nature confers on each individual the right to possess everything and imposes no limitation on one's freedom to enjoy this right. Unrestrained nature results in a state of chaos and conflict culminating in what Hobbes described as a nasty, brutish, and short life. However, to avoid this leads human beings to authorize a single sovereign ruler in order to maintain peace. This brings in the idea of government and the need for it to protect the rights of its citizens.

John Locke (1632–1704) synthesized the preceding conceptions of human rights into essential modern ideas about human rights. He began his work on political theory, the *Two Treatises of Government* by proposing the divinely granted human rights of individuals, understood in terms of the absolute right to preserve one's life and to lay claim to the goods one requires for survival. Arguing against the patriarchal doctrine of Robert Filmer (1588–1653), Locke insisted that no natural basis—neither paternity nor descent—justifies the submission of one person to another. Rather, all people are deemed sufficiently rational, as well as free and equal, in their natural condition that they can govern themselves according to a basic understanding of moral or natural law,

and, thus, will generally respect the rights of others. John Locke clearly built a very strong foundation of modern day human rights.

The third prominent classical scholar was Jean-Jacques Rousseau (1712-78) who argued that humans are born free, independent, and naturally virtuous and upright. It is important to note that Thomas Hobbes and Jean-Jacques Rousseau were seventeenth and eighteenth century philosophers with similar, yet contrasting, theories about human nature. The two scholars developed theories on human nature and how human beings govern themselves. Hobbes theory is based upon the assumption that human nature is naturally competitive and violent; while Rousseau's theory about the state of 'natural man' is one living in harmony with nature and in a better situation than that he was seeing throughout his life in Europe. In some cases, Hobbes has been criticized because of his too pessimistic view of human nature, whereas Rousseau has been criticized because of his naïve view of human nature.

The views of these early scholars are quite significant because they introduced the concept of human rights which are critical today. They also show that human beings are capable of abusing the rights of others. This explains why the United Nations and other international bodies have taken a strong stance against human rights abuses.

2.2.3.2 Modern views of human rights

The United Nations High Commissioner for Human Rights (UNHCR) (2006) says that

human rights are universal legal guarantees protecting individuals and groups against actions and omissions that interfere with fundamental freedoms, entitlements and human dignity. The UNHCR (2006) further observes that human rights law obliges governments (principally) and other duty-bearers to do certain things and prevents them from doing others. Some of the most important characteristics of human rights are that they:

- Are universal—the birthright of all human beings
- Focus on the inherent dignity and equal worth of all human beings
- Are equal, indivisible and interdependent
- Cannot be waived or taken away
- Impose obligations of action and omission, particularly on States and State actors
- Have been internationally guaranteed
- Are legally protected
- Protect individuals and, to some extent, groups

Human rights standards have become increasingly well defined in recent years. Codified in international, regional and national legal systems, they constitute a set of performance standards against which duty-bearers at all levels of society—but especially organs of the State—can be held accountable. The fulfilment of commitments under international

human rights treaties is monitored by independent expert committees which also help to clarify the meaning of particular human rights.

According to UNHCR (2006), among the rights guaranteed to all human beings under international treaties, without any discrimination on grounds such as race, colour, sex, language, political or other opinion, national or social origin, property, birth or other status, are:

- The right to life, liberty and security of person
- Freedom of association, expression, assembly and movement
- The right to the highest attainable standard of health
- Freedom from arbitrary arrest or detention
- The right to a fair trial
- The right to just and favourable working conditions
- The right to adequate food, housing and social security
- The right to education
- The right to equal protection of the law
- Freedom from arbitrary interference with privacy, family, home or correspondence
- Freedom from torture and cruel, inhuman or degrading treatment or punishment
- Freedom from slavery
- The right to a nationality

- Freedom of thought, conscience and religion
- The right to vote and take part in the conduct of public affairs
- The right to participate in cultural life

Given that the focus of this study is the human right to housing, the next section examines the housing crisis in Zimbabwe before we look at the concept of the right to housing.

2.3 Application of human rights-based approach in development projects

Most development agencies started to implement HRBA in their programming at the beginning of the 21st century around 2000. In Zimbabwe, UNICEF is a good example of a development agency that is applying HRBA. It is therefore important that critical aspects of HRBA are delineated. These aspects will help us to understand the human rights-based approach with respect to housing in this study.

The need to recognize the right to development as a human right became an important issue for almost half a century at the United Nations sessions (Replace Campaign, 2012),

As a result of the demand for human rights in development, Harris-Curtis (2003) contends that pro-poor policies have become central to the role of the state in delivering and protecting rights. Powerlessness became central to the HRBA. In this regard, Sen (1999) argues that pro-poor policies are the means by which the powerlessness of the poor can be redressed. At the heart of the pro-poor concept lies the notion of rights. The

main argument is that unless the poor can assert their rights they will not gain a voice (Harris-Curtis, 2003). Well known scholars such as Cephas Lumina also advocate for rights of the poor. For example, Lumina (2013, p.1) notes that “empirical evidence indicates that in many of the poorest countries debt repayment is often carried out at the expense of basic human rights, including the rights to food, health, education, adequate housing and work.” In addition, Lumina says that debt servicing and harmful conditions linked to loans and debt relief often limit investment in and undermine the provision of accessible public services. Lumina’s argument clearly shows that development programs and projects should seriously consider human rights in their programming and implementation.

With a growing globalization process and several political changes around the world, and with increasing pressure from developing nations and development agencies such as UNICEF, the United Nations General Assembly adopted the Declaration on the Right to Development stating that the right to development is an inalienable human right by virtue of which every human person and all peoples are entitled to participate in, contribute to, and enjoy economic, social, cultural and political development, in which all human rights and fundamental freedoms can be fully realized (Replace Campaign, 2012). This declaration gave a strong boost to the rights-based approach to development and marked a new era in social development.

Johnson (2003) notes that most UN development agencies have been pursuing a “basic needs” approach; that is, an approach based on identifying the basic requirements of

human development and advocating within societies in favour of their fulfilment. Johnson further argues that although human rights are need-based claims, a human rights approach to programming differs sharply from the basic needs approach. Most importantly, the basic needs approach does not imply the existence of a duty-bearer. When demands for meeting needs have no “object,” nobody has a clear-cut duty to meet needs, and rights are vulnerable to ongoing violation (Johnson, 2003). In the rights approach, subjects of rights claim their rights from duty-bearers, and thus must be capable of claiming the right. However, if a subject is unable to claim the right this does not mean that he or she loses the right, because human rights are universal, inviolable, and inalienable. Solidarity and empowerment mean helping people to claim their rights. If no one protests the denial of a right, or if an individual fails to make use of his or her right, the fulfilment of this right will be compromised, but not lost (Johnson, 2003).

The basic needs approach often aims to obtain additional resources to help a marginalised group obtain access to services. A human rights approach, in contrast, calls for existing community resources to be shared more equitably, so that everyone has access to the same services. Assisting people to assert their rights, therefore, often means involvement in political debate (Johnson, 2003). While a basic needs approach does not necessarily recognise willful or historical marginalisation, a human rights approach aims directly at overcoming such marginalisation. Johnson (2003) says that the second important difference between the two approaches pertains to motivation. Basic needs can, in principle, be met through benevolent or charitable actions. Actions based on a human rights approach are based on legal and moral obligations to carry out a duty that

will permit a subject to enjoy her or his right. As noted earlier, accountability for such a duty depends partly on the duty-bearer's acceptance of responsibility. Charity negates such acceptance, as it does not take rights and responsibilities into consideration. In a rights approach, compassion and solidarity replace charity (Johnson, 2003). A requirement of the human rights approach, then, is that insofar as possible, everybody must have a human rights "heart," reflected through decisions and actions. Decisions and actions must be taken in recognition that every human being is a subject of human rights, not an object of charity or benevolence. While charity often disempowers the poor and other vulnerable people, creating dependence, solidarity empowers people and enhances their capacity to improve the quality of their lives (Johnson, 2003).

2.4 Principles of human rights-based approach

In this section, we look at the key principles of the HRBA. According to the Australian Human Rights Commission (2016), details of a human rights approach vary depending on the nature of the organisation concerned and the issues it deals with. However, the Australian Human Rights Commission says that common principles of the HRBA have been identified as the "PANEL" principles that include Participation, Accountability, Non-discrimination and equality, Empowerment and legality. These principles are discussed below as they guided the researcher in his study.

Participation

Participation is viewed as an essential human right and this is stated in the first article of the UN Declaration on the Right to Development. It means that everyone is entitled to freely fully contribute to, participate in and enjoy political, economic, social and cultural development of their communities. The right to participate needs to be protected and guaranteed by the state and other entities.

According to the Australian Human Rights Commission (2016), participation means ensuring that national stakeholders have genuine ownership and control over development processes in all phases of the programming cycle which include assessment, analysis, planning, implementation, monitoring and evaluation. Human rights standards influence the conditions as well as reasonable limitations of participation. Replace Campaign (2012) notes that for processes to be truly participatory, they should reflect active, free and meaningful engagement.

Everyone has the right to participate in decisions which affect their human rights. Participation must be active, free and meaningful, and give attention to issues of accessibility, including access to information in a form and a language which can be understood. One of the objectives of the study was to examine the extent to which residents in Hobhouse Housing Project actively participated in the project.

Accountability

In the context of HRBA, the Australian Human Rights Commission (2016) says that accountability requires effective monitoring of compliance with human rights standards and achievement of human rights goals, as well as effective remedies for human rights breaches. For accountability to be effective, there must be appropriate laws, policies, institutions, administrative procedures and mechanisms of redress in order to secure human rights.

The whole idea about rights is that they must be delivered. In other words, there is an obligation to give these rights to their right holders. All people have rights and are called right holders. The people or entities who are obliged to deliver and ensure these rights are called duty bearers. We can think of anyone as a right holder as well as a duty bearer. However, most of the time duty bearers are the governments and other bodies of state (hereafter referred to as the State). Replace Campaign (2012) says that the rights based approach also recognizes that other non-state parties could be duty bearers. Replace Campaign (2012) further contends that accountability is achieved by having the State as the principal duty bearer do the following:

- Accept responsibility for the impact it has on people's lives
- Co-operate by providing information, undertaking transparent processes and hearing people's views
- Respond adequately to those views

The accountability principle has contributed the biggest part in helping development workers to establish their involvement in politics as a legitimate activity, engaging with citizen groups in the political process.

Non-discrimination and equality

UNICEF (2016) notes that a human rights based approach means that all forms of discrimination in the realisation of rights must be prohibited, prevented and eliminated. It also means that priority should be given to people in the most marginalized or vulnerable situations who face the biggest barriers to realizing their rights.

Everyone is entitled to all the rights and freedoms without discrimination of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Human rights apply to everyone everywhere and under any circumstance. In this study, the issue of non-discrimination was also investigated especially the extent to which the allocation of stands was transparent.

Empowerment

With respect to empowerment, the Australian Human Rights Commission (2016) says that everyone is entitled to claim and exercise their rights and freedoms. Individuals and communities need to be able to understand their rights, and to participate fully in the development of policy and practices which affect their lives. In this study the researcher examined the extent to which the beneficiaries were empowered by the project.

Legality and the rule of law

The human rights based approach requires that the law recognises human rights and freedoms as legally enforceable entitlements, and the law itself is consistent with human rights principles. The Australian Human Rights Commission (2016) says that HRBA should be grounded in the legal rights that are set out in domestic and international laws. The study examined the extent to which some legal rights of the house owners in the project were observed.

2.5 Urban housing problems in Zimbabwe

2.5.1 Overview of urban housing problems

Urban housing provision is a major problem at both global and national levels (Mapira, 2001). In recent years, an increasing number of people have become homeless even in developed countries (Hartshorn, 1992). While reasons for this problem tend to vary from one country to another, Mapira (2001) notes that there is evidence that most major cities are failing to cope with the demand for shelter, especially among the poor. This point is emphasized by Tevera and Chimhowu (1998) who noted that in the 1990s between 35% and 50% of urban dwellers in black Africa were tenants or lodgers who occupied rented accommodation that was privately owned and lacked electricity and piped water. With respect to Zimbabwe, Auret (1995) noted that in 1995, some 1.5 million people in Zimbabwe were in need of urban shelter. Auret observed most (64%) of them lived in Harare, Bulawayo and Chitungwiza, the country's three largest cities.

Although the provision of urban shelter is both a global and national problem, each country and city has a unique history and a set of factors that have played a role in the evolution of housing delivery systems and housing policies. With respect to Mutare, Mapira (2001) maintained that the problem of shelter in Mutare dates back to the colonial era and has persisted up to the present day. Although several strategies have been applied to address the problem, they have yielded little or no success.

2.5.2 Historical development of urban housing problems in Zimbabwe

Historical development of urban housing problems in Zimbabwe shows that it can be put into two phases, before and after independence. The colonial housing policy and practice which was basically pro-European manifested Zimbabwe's pre-independence political, economic and urban landscape. According to Zimbabwe's 2012 National Housing Policy in Ngwerume (2014), early urban centres were planned and developed basically to provide services to the white population. Housing for blacks was only meant to provide accommodation for the black workers and most of these dwellings were meant for single blacks. Furthermore, there was always insufficient supply of housing through a deliberate policy of discouraging blacks from permanently settling in the urban areas.

Discriminatory colonial housing policy is also noted by Moyo (2014), who observes that at independence in 1980, the Zimbabwean government inherited an urban planning system which was drawn along racial lines. Whites lived in areas that were well

developed, with houses built and financed by the private sector while the blacks lived in areas with mostly public sector housing. Moyo (2014) contends that both the public and the private sectors can therefore be said to have contributed to the provision of housing in the country both before and after independence. However before independence private sector involvement was primarily in the field of providing finance through building societies for individual purchase, and construction for the new housing was limited to the high-income group (Kamete, 2006). Drakakis-Smith (2000) states that, during the colonial era blacks were only allowed in the urban areas on a temporary basis and this was enforced legally through the Land apportionment Act (Number 30 of 1930) which divided the country into African (black) and European (White) areas. According to Drakakis-Smith (2000), blacks were obliged by circumstances to come to town only to work and then later retire to their rural homes. Indeed the Urban Areas Accommodation and Registration Act (Number 6 of 1946) stipulated that only the employed blacks could be allowed in towns and cities. This Act allowed the local authorities to set aside urban locations for working Africans and also required that employers accommodate their workers within their premises (Musekiwa, 1995). The type of housing provided initially was in the form of hostels or servants' quarters within the employer's residence. Lack of access to decent housing did not seem to have any significant bearing to the pace of urbanization; people still migrated to the urban areas. This exacerbated the problem of housing leading to tremendous pressure on the colonial government, which was finding it increasingly difficult to uphold these Acts.

Post-independence urbanisation was shaped by a combination of ‘rural push’ and ‘urban pull’ factors (Ngwerume (2014)). The major task of the post-independence government was to come up with specific policies and strategies to redress the inequalities in the provision of housing and satisfying the aspirations of the people in the urban areas. In line with this the government adopted several policies that included homeownership, national housing fund, housing and guarantee fund and aided self help. Homeownership policy was introduced by the new government in 1982 as one of the first of such attempts to help the previously disadvantaged blacks.

Ngwerume (2014) contends that the repeal of the race-based urban governance policies and practices spurred rural-urban migration and intra-city population movements. As a result, Zimbabwe urbanised rapidly after 1980 thereby straining most towns as this rate of urbanisation was not matched by substantial industrialisation and expansion of infrastructure. Most urban centres face a governance crisis and rising urban poverty. Urban housing does not match demand (Zimbabwe’s 2012 National Housing Policy). This explains the mushrooming of informal settlements and in response the government undertook major clean-up programmes in 1991, 1993, and in 2005, the latter which aroused a lot of international outcry and criticism. The government clearly admits in this National Housing Policy that the delivery of housing in the country has been constrained by a number of factors. It notes that structural constraints at both the macro and micro sector levels slowed land delivery, dried up housing finance, made expansion of services nearly impossible. These combined to stall progress in supplying new units and

maintaining existing ones. Again, investment levels by the state and non-state actors have been low (Ngwerume, 2014).

2.6 Government efforts to resolve the urban housing crisis

According to Muchadenyika (2015), Zimbabwe's urban housing challenge is typified by shortages, overcrowding, obsolescence and the under-provision of infrastructure services. He notes that the official housing backlog stands at 1.25 million housing units. In fact, a lot of research for example by Chatiza and Mlalazi (2009), has shown that the supply of housing and the associated settlement services lags behind demand in Zimbabwe. This has resulted in long waiting lists and straining of existing settlement facilities. For instance, Mutembedzi (2012) noted that in the 1990s annual supply was less than 10% of targets at 12 000 to 14 000 units per year versus a target of 162 500 units. Serious housing challenges in all major cities have been documented by several scholars. For example, Chatiza and Mlalazi (2009) contend that the low cost housing demand-supply gap has been aggravated by interplay of factors which include:

- Natural urban population explosion.
- Rural to urban migration due to polarised spatial development.
- Unavailability of urban housing land.
- Unaffordability of limited private land in existence.
- Under capacity of existing off-sight infrastructure to accommodate new structure.
- Weak financial capacities of local urban authorities to upgrade both existing old and dilapidated off-sight infrastructure to accommodate new ones.

- Limited number of players in the housing sector to generate housing stock levels consistent with existing levels of demand.
- Unavailability of relevant appropriate, accessible housing finance mechanisms in the market.

Chatiza and Mlalazi (2009) further observe that that the urban housing debacle has manifested in various forms that include:

- Ever-growing housing waiting lists.
- Emergency of urban slum dwellings.
- Overcrowding with evidence of high room occupancy rates.
- Poor environmental health and hygiene standards.
- Public health risks and proliferation of communicable diseases such as cholera and typhoid outbreaks, increased incidence of crime, vice and social delinquency which thrive in slum and overcrowded dwelling conditions.

Chatiza and Mlalazi (2009) point out that three decades since independence show that both colonial and post-colonial housing policies have proved inadequate as evidenced by serious under-provision and decaying neighbourhoods. The Ministry of National Housing and Social Amenities in Mutembedzi (2012) estimated that formal housing stock in Zimbabwe in 1990 was 560 000 units with a shortfall of 200 000 units. Mutembedzi further noted that during the same period the housing delivery level was at

a rate of only 15 000 units per year. Between 1992 and 1994 the annual housing supply rose to over 20 000 units but the deficit continued to grow and by 2000 it had risen to over 1, 000, 000 units. Since 1980, government has generally taken the lead in low cost housing delivery, with the private sector concentrating on medium and high cost housing delivery. According to Chatiza and Mlalazi (2009), this was done through the different policy and programme initiatives instituted in the period 1980 to 2000 which included the following:

- The Repeal of Pass Laws (1980) which had been used to regulate and restrict the form and permanency of black urban residency.
- Home Ownership which allowed house occupiers to purchase the Council/Government rental stock thereby generating funds for the construction of additional units. This expanded colonial pilot schemes started in the 1950s
- Rent Control Regulations (1982) to regulate the rental market in ways that offer protection to both tenants and landlords.
- The establishment of the National Housing Fund (1982) used as a general development loan through which local authorities received resources for house construction and infrastructural development.
- The establishment of cost effective and labour intensive modes of house construction such as aided self-help and Building Brigades and the development of The Housing and Guarantee Fund (1985-1995) to facilitate civil servants and the general public to acquire building society loans for home purchase or construction. The Fund was supported by, among others, the World Bank and

USAID and focused on low income residential development. There was also a component where government mobilized funds from potential home-owners in the medium to high income brackets with a matching Government contribution.

- Implementation of minimum building standards, training of builders and other artisans (trade testing system) to ensure provision of decent and durable housing and associated facilities.
- Continuation, broadening and refining the maintenance of Housing Waiting Lists.
- Housing Upgrading Programmes where former ‘bachelor accommodation’ and housing units considered unsuited to continued habitation in older suburbs like Mbare in Harare, Sakubva in Mutare, Rimuka in Kadoma, and MabutweniIminyela in Bulawayo.
- Slum Upgrading with the only large scale project being Epworth outside Harare.
- Promotion of Cooperatives and other community-based settlement development models. Some of these were directly facilitated by local authority Departments of Housing and Community Services and relevant arms of central government as well as civil society organizations such as NGOs and CBOs.
- Introduction of rural housing and social amenities programmes including creation of a specific Ministry.
- Private Sector Participation and Employment-based Schemes where the involvement of the private sector in the delivery of housing has seen a number of

land developers and other companies not involved in the housing sector providing housing for their employees while others were promoted by civil society organizations.

It is important to note that government made a substantial contribution towards housing delivery. For example, Mutembedzi (2012) noted that over 460 000 housing units were constructed throughout the countrywide between 1980 and 2005 apart from introducing new home ownership structures. These measures made it possible for the black population to access housing properties throughout the first and second decades after independence. To meet rising demand for housing demand, Mutembedzi (2012) observed that changes in housing standards were also introduced in 2004 in an endeavour to improve the housing standards of low-cost housing properties. However, government acknowledges that the quantitative housing needs of the urban population have not been met for three main reasons. According to Mutembedzi (2012), the reasons were that, firstly, levels of output have been very low in comparison to the housing shortage which was being fuelled by the rapid rate of urbanisation estimated at between 4.6 and 7 per cent per annum. Secondly, problems with regard to the acquisition of land have been identified as one of the main reasons for the failure of site and services programmes which had been seen as a panacea to Zimbabwe's housing problem. Thirdly, the bad location of many projects on cheap peripheral land and inadequate transport facilities still caused problems of access for settlers to places of jobs in the cities, resulting in many of them not taking up the offer.

2.7 Urban housing crisis in the context of Mutare City Council

Although the provision of urban shelter is both a global and national problem, each country and city has a unique history and a set of factors that have played a role in the evolution of housing delivery systems and housing policies. Just as in other Zimbabwean cities, the problem of shelter in Mutare dates back to the colonial era and has persisted up to the present day (Mapira, 2001). In Mutare, the problem of housing dates back to the colonial era (Musekiwa, 1993; Auret, 1995; Tevera and Chimhowu, 1998; Mapira, 2001). When the western type of urbanisation started in Zimbabwe in 1890, European settlers relied on blacks for their labour requirements. Although white settlers depended on black labour force, they were not prepared to treat them as equals. According to Musekiwa (1993), Africans were accommodated in two ways; a) in the backyard of their European employer's houses and b) in Native locations or townships. Racial segregation became a hallmark of colonial housing policy. In Mutare, white residential areas were located in the North, East, West and South while black locations were sited in the west of the city close to industrial areas. Darlington, a residential area for whites, was established in 1898 in the southern part of the town. Sakubva, the only black location at that time, was established in 1925. By 1927 its population had grown to 200. While half of this population lived in single rooms, the other half occupied shacks built by the residents themselves.

The highlighted government strategies to address the housing crisis in the previous section have not managed to match the ever increasing demand for housing in high

density suburbs in Mutare such as Sakubva. Thus despite the efforts at building more houses the low-income earners still face housing problems. This is evidenced by the emergence of squatter settlements and backyard shelters in major urban areas such as Harare (Mapira, 2001). In an effort to address the housing crisis in Sakubva, , the donor community has initiated housing development projects aimed at addressing housing problems faced by the marginalized in some urban areas. One such project was the Hobhouse housing project in Mutare.

2.8 Background to the Hobhouse Housing Project

According to Mapira (2004), Hobhouse was established in 1999 and it is the newest low-income suburb in Mutare. Mapira further observed that Hobhouse had a population of 23 000 in 2002. The suburban area has the smallest stands averaging 150 square metres. Most houses are four roomed and there is very little space for extension. Considering its spatial size, the suburb holds a very large population. It is also the second fastest growing low-income suburb after Chikanga. Just like its counterpart, it is also being constructed in phases.

It was built specifically for the poorest citizens. However, in 2000, 150 square metre-stands were selling at about Z\$23 000.00, a figure that was too high for the intended beneficiaries (Mapira, 2001). This is a major weakness of most housing schemes in post-colonial Zimbabwe. They tend to benefit the wrong people, that is, the middle and high-income citizens. Those on the city's waiting list are usually missed. This is

important because it explains how the Hobhouse housing project involving the city of Haarlem came in.

According the background information for the Hobhouse project, the city of Haarlem witnessed accommodation crisis faced by residents of Sakubva and then decided to assist by providing financial assistance to the disadvantaged. Through the Mutare-Haarlem partnership, the city of Haarlem decided to provide financial assistance to the project whereby disadvantaged households in Sakubva would be allocated stands in Hothouse and then received assistance to build their houses.

The assistance was in the form of a revolving fund and the funds were meant to help in the paying for the stands as well as in the provision of asbestos roofing sheets and cement. The partners were involved in capacity building of the beneficiaries. The city of Mutare also provided land for the stands as well as providing the water and the sewerage system. This whole process started in 2003-4.

Role of key stakeholders in the housing project

To understand the operation of the project, the study asked participants to state the role of key stakeholders of the project. These were the Mutare city council, the city of Haarlem and the residents. Inquiring about the role of key stakeholders helped the researcher to understand how the modus operandi of the project. The results show that all the three stakeholders played significant roles in the project. Overall, the project

came about as a result of the existing partnership between the Mutare city council and the City of Haarlem.

Mutare City Council

The interviewees stated that the Mutare city council played the following roles:

- Provided the land for the project, water and sewer connections
- Monitored the implementation of the project as a partner with the Haarlem city
- Was responsible for the initial development of the plans for the Hobhouse high density suburb
- Provided water and sewer infrastructure

The foregoing clearly shows that the Mutare city council was an important layer in the project.

City of Haarlem

City of Haarlem played a critical role in the whole project. According to the documents the researcher analysed, the city initiated the whole housing assistance project after observing the dire housing crisis in Mutare. Based on the evidence distilled from the documents, the City of Haarlem played the following critical roles:

- It conceived the project to financially support a housing project for the marginalized in Mutare. This was done after realizing the dire housing problem in the city of Mutare. The crowding in residential areas like Sakubva spurred the city to action. Hence, the City sought to assist through the existing partnership with the City of Mutare.

- Provided revolving fund to buy stands, building materials; equipment and computers for office use
- Haarlem City provided cement, asbestos, roofing sheets and some tools to use
- Training in capacity building for the residents
- Provided moral support and encouragement for the marginalized
- Was also involved in the interviewing of beneficiaries. This helped to ensure some fairness in the allocation of stands and beneficiaries.
- It is clear from the above that the City of Haarlem made a significant contribution to the housing project.

2.9 Human rights and development

According to Johnson (2003), the right to development is an inalienable human right by virtue of which every human person and all peoples are entitled to participate in, contribute to, and enjoy economic, social, cultural and political development, in which all human rights and fundamental freedoms can be fully realised. Human rights and development are inextricably linked. Johnson (2003) further notes that human rights have the same ultimate objective to improve human well-being and freedom, based on the inherent dignity and equality of all people. In addition, human rights and development policies and strategies are mutually reinforcing and complementary.

This study is embedded in human rights and development as a strategy for improving the living standards of people. This includes improving shelter for the people. Addressing people's needs such as the need for shelter as well as improving their lives can be approached from several perspectives. These perspectives are discussed in the next section as the conceptual framework for the study.

2.10 Human rights in the Zimbabwean Constitution

Most of the human rights outlined in the previous section are embedded in Zimbabwe's Constitution. For example, Chapter 4 of the Constitution entitled "Fundamental human rights and freedoms" delineate the following human rights:

- Right to life
- Right to personal liberty
- Rights of arrested and detained persons
- Right to human dignity
- Right to personal security
- Freedom from torture or cruel, inhuman or degrading treatment or punishment
- Freedom from forced or
- Language and culture
- Freedom of profession, trade or occupation
- Labour rights
- Freedom of movement and residence
- Political rights
- Right to administrative justice
- Right to a fair hearing
- Rights of accused persons

- compulsory labour
- Equality and non-discrimination
- Right to privacy
- Freedom of assembly and association
- Freedom to demonstrate and petition
- Freedom of conscience
- Freedom of expression and freedom of the media
- Access to information
- Property rights
- Rights to agricultural land
- Environmental rights
- Freedom from arbitrary eviction
- Right to education
- Right to health care
- Right to food and water
- Marriage rights

Despite this long list of human rights, Zimbabwe still has a long way to go in fulfilling the stated rights. According to human rights organisations such as the Zimbabwe Human Rights NGO Forum (2013), the Government of Zimbabwe violates the rights to shelter, food, freedom of movement and residence, freedom of assembly and the protection of the law. In fact, according to the UN Report (2005) Zimbabwe's human rights record is appalling. Given that the stipulated human rights are even far from being observed, it would be worse for the right to housing since it is not even defined as a fundamental human right in the Zimbabwean Constitution.

2.11 Equality of human rights

All human rights are equally important. The 1948 Universal Declaration of Human Rights makes it clear that human rights of all kinds—economic, political, civil, cultural and social—are of equal validity and importance. This fact has been reaffirmed repeatedly by the international community, for example, in the 1986 Declaration on the Right to Development, the 1993 Vienna Declaration and Programme of Action, and the near-universally ratified Convention on the Rights of the Child.

Human rights are also indivisible and interdependent. UNHCR (2006) notes that the principle of their indivisibility recognizes that no human right is inherently inferior to any other. Economic, social and cultural rights must be respected, protected and realized on an equal footing with civil and political rights. The principle of their interdependence recognizes the difficulty (and, in many cases, the impossibility) of realizing any one human right in isolation. For instance, UNHCR (2006) observes that it is futile to talk of the right to work without a certain minimal realization of the right to education. Similarly, the right to vote may seem of little importance to somebody with nothing to eat or in situations where people are victimized because of their skin colour, sex, language or religion. Taken together, the indivisibility and interdependence principles mean that efforts should be made to realize all human rights together, allowing for prioritization as necessary in accordance with human rights principles.

According to the UNHCR (2006), both individuals and states have obligations. Private individuals, international organizations and other non-state actors have Human rights obligations. The UNHCR (2006) says that parents, for example, have explicit obligations under the Convention on the Rights of the Child and States are obliged to cooperate with each other to eliminate obstacles to development. Additionally, individuals have general responsibilities towards the community at large and, at a minimum, must respect the human rights of others (UNHCR, 2006). However, the State remains the primary duty-bearer under international law, and cannot abrogate its duty to set in place and enforce an appropriate regulatory environment for private sector activities and responsibilities. It is therefore important that national legislation and policies must detail how the State's human rights obligations will be discharged at national, provincial and local levels, and the extent to which individuals, companies, local government units, NGOs or other organs of society will directly shoulder responsibility for implementation. Obligation of States are stressed by UNICEF (2016) as follows:

- States must refrain from interfering with existing access (obligation to respect).
For example, development projects, such as a hydroelectric power plant, cannot take place without a previous impartial impact assessment study to determine that the right to water of the population is not affected.
- States have the obligation to protect
- States must equally prevent third parties – as for example, private companies or NGOs – from interfering negatively with the enjoyment of human rights of others (obligation to protect). Importantly, the State cannot exempt itself from its

human rights obligations by involving Non-State actors in service provision. Even in these situations, the State is the primary duty bearer of human rights obligations and has an obligation to adopt measures – like ensuring proper regulation – to make **sure** that Non-State actors comply with human rights standards. On the other hand, Non-State actors must comply with the laws and regulations of the country in terms of a general legal obligation: they have a basic responsibility **to** respect human rights. To that end, they must assess the actual and potential impact of their activities on the realization of the human right to safe drinking water and sanitation before and while undertaking their activities through the exercise of due-diligence “to become aware of, prevent and address adverse human rights impacts” UNICEF (2016).

- The obligation to fulfil

States must adopt the necessary measures to enable and assist individuals to enjoy their human rights and to ensure direct provision as a last resort, when individuals are, for reasons beyond their control, unable to provide for themselves (obligation to fulfill).

2.12 Relationship between human rights and human development

The UNHCR (2006) contends that human rights and development both aim to promote well-being and freedom, based on the inherent dignity and equality of all people. The concern of human development is the realization by all of basic freedoms such as having the choice to meet bodily requirements or to escape preventable disease. It also includes enabling opportunities, such as those given by schooling, equality guarantees and a

functioning justice system. The human rights framework shares these concerns. Human rights and human development share a preoccupation with necessary outcomes for improving people's lives, but also with better processes. Being people-centred, they reflect a fundamental concern with institutions, policies and processes as participatory and comprehensive in coverage as possible, respecting the agency of all individuals. For instance, in the human rights and human development frameworks, the development of new technologies for effective malaria prevention is a legitimate and even desirable outcome.

The UNHCR (2006) observes that human rights contribute to human development by guaranteeing a protected space where the elite cannot monopolize development processes, policies and programmes. The human rights framework also introduces the important idea that certain actors have duties to facilitate and foster development. For people to be enabled to assert a legally binding claim that specific duty-bearers provide free and compulsory primary education (International Covenant on Economic, Social and Cultural Rights, Article. 13) is more empowering than it is to rely on "needs" alone or to observe the high economic returns on investments in education, for example.

When human rights go unfulfilled, the responsibilities of different actors must be analysed. This focus on locating accountability for failures within a social system significantly broadens the scope of claims usually associated with human development analysis. In the other direction, human development analysis helps to inform the policy

choices necessary for the realization of human rights in particular situations. (UNHCR, 2006),

2.13 Criteria for assessing the human rights approach in a project

Any assessment of a project from a human rights approach calls for focusing on key elements. According to the UNHCR (2006), the following elements are necessary, specific, and unique to a human rights-based approach:

- Assessment and analysis in order to identify the human rights claims of rights-holders and the corresponding human rights obligations of duty-bearers as well as the immediate, underlying, and structural causes of the non-realization of rights.
- Programmes assess the capacity of rights-holders to claim their rights, and of duty-bearers to fulfil their obligations. They then develop strategies to build these capacities. Programmes monitor and evaluate both outcomes and processes guided by human rights standards and principles.
- Programming is informed by the recommendations of international human rights bodies and mechanisms.

UNHCR (2006) says that other elements of good programming practices that are also essential under a human rights-based approach include:

- i. People are recognized as key actors in their own development, rather than passive recipients of commodities and services.
- ii. Participation is both a means and a goal.
- iii. Strategies are empowering, not disempowering.
- iv. Both outcomes and processes are monitored and evaluated.
- v. Analysis includes all stakeholders.
- vi. Programmes focus on marginalized, disadvantaged, and excluded groups.
- vii. The development process is locally owned.
- viii. Programmes aim to reduce disparity.
- ix. Both top-down and bottom-up approaches are used in synergy.
- x. Situation analysis is used to identify immediate, underlying and basic causes of development problems.
- xi. Measurable goals and targets are important in programming. Strategic partnerships are developed and sustained.
- xii. Programmes support accountability to all stakeholders.

This study used the foregoing elements to examine the extent to which the human rights approach was integrated in the Hobhouse housing project.

In view of the foregoing discussion on the human rights approach to programming, it is important that development programs and project integrate human rights in their planning and implementation. This study examined the extent to which the Hobhouse housing project integrated the HRBA approach. Given the litany of human rights in the

Zimbabwean context, this study focused of the extent to which the project addressed the right to adequate housing.

2.14 Right to adequate housing

In this section, the cardinal facets of the right to housing are delineated. These facets guided the researcher in his assessment of the extent to which the Hobhouse project provided adequate housing to the marginalized.

Article 11(1) of the International Covenant on Economic, Social and Cultural Rights (ICESCR) provides the most significant legal source on the right to adequate housing. The most authoritative legal interpretation of this right was set out in a 1991 general comment by the United Nations Committee on Economic, Cultural and Social Rights (CECSR) which considers countries' compliance with ICESCR. This general comment spells out that the right to housing includes:

- security of tenure, for example, legal protection from arbitrary eviction
- availability of services, for example sustainable access to potable water, sanitation and emergency services
- affordability, for example housing costs as a ratio of income
- habitability, for example the soundness of physical structure and the absence of dampness and crowding
- accessibility, for example by all ethnic, racial, national minority and other social groups

- location, for example in relation to employment and schools
- cultural adequacy, for example taking into account traditional housing patterns.

The right to housing for women, children and disabled people, respectively, is specifically mentioned in the Convention on the Elimination of all forms of Discrimination Against Women, the Convention on the Rights of the Child, and the Convention on the Rights of Persons with Disabilities . The latter convention also sets out disabled people's right to live independently and have the opportunity to choose their place of residence.

According to Human Rights in New Zealand (2010), the right to housing should not be interpreted in a narrow or restrictive sense which equates it with, for example, the shelter provided by merely having a roof over one's head. Rather it should be seen as the right to live somewhere in security, peace and dignity. The indispensable and indivisible significance of adequate housing to the enjoyment of other human rights is reflected in other international statements of law and policy such as the International Convention on the Elimination of All Forms of Racial Discrimination (Article 5(e)(iii)).

2.15 Previous research on the application HRBA to address specific human rights

While development agencies have popularized the use of HRBA in project programming, there is little research to assess the extent to which the approach has been

successful. This section outlines research on successful application of HRBA at Luthando HIV Clinic, Soweto, South Africa.

According to Jonsson, Furin, Jeenah, Moosa, Sivepersad, Kalafatis and Schoeman (2011), In Soweto, South Africa, an HRBA was used to set up an integrated mental health, tuberculosis and HIV treatment clinic. Nearly two-thirds of all cases of HIV are located in Southern Africa. An estimated 26.5% of all mental health service users in South Africa are thought to have co-morbid HIV. However, it is very difficult for mental health service users to access HIV or tuberculosis treatment due to limited resources and a widespread belief that they will not adhere to treatment. Using an HRBA, three local psychiatrists successfully argued that this constituted discrimination and were granted a small amount of resources to set up an integrated mental health and HIV clinic with tuberculosis care added subsequently. As a result of this program, integrated service has been provided to more than 600 individuals who would otherwise have faced severe obstacles to accessing care. In addition, the program delivers vocational and skills training.

The foregoing case shows that explicit HRBA was used to promote the mental well-being of service users. Although few such studies have been conducted, the foregoing project noted widespread benefits of adopting human rights standards into service delivery. It can be argued that HRBAs ought to be in place for moral reasons since human rights are fundamental pillars of justice and civilization. The fact that such approaches contribute to positive therapeutic outcomes and, potentially, cost savings, is

an additional reason for their implementation. The HRBA thus offers a moral, political, legal, and empirical rationale for inclusion in service delivery systems. Although more well-designed research is required to validate the extent of benefits to service users and providers, the information already available provides a strong argument for the adoption of HRBAs.

However, the main weakness with the available research on application of HRBA is that there is a dearth or lack of research in other areas of human rights such as the provision of adequate housing in the Zimbabwean context. While there is a glut of research on shortage of shelter worldwide, there is a dearth of research focusing on the application of HRBA in projects aimed at alleviating homelessness. It is against this background that this research was carried out.

2.16 Summary

The foregoing criteria for the right to housing means that the planning and programming of housing projects must be guided by the Human Rights Based Approach (HRBA). According to the UNICEF (2016), a human rights-based approach is a conceptual framework for the process of human development that is normatively based on international human rights standards and operationally directed to promoting and protecting human rights. The significance of the HRBA to development planning is that it is the right thing to do, morally or legally; and it also leads to better and more sustainable human development outcomes. In addition, it also helps to resolve conflicts between different stakeholders in development programs. Hence, applying the HRBA ensures that a given project or program should address specific human rights when it is

implemented. The approach helps to prevent the misfortune of providing unwanted services which are not responsive to the basic needs of communities. While several scholars have examined how governments have provided adequate housing, there was no study which had assessed project programming that addressed housing as a human right from the HRBA perspective especially in the Zimbabwean context. It is against the foregoing background that the study sought to examine the extent to which the Hobhouse project provided adequate housing to its beneficiaries. The next chapter presents the research methodology that was used in this study.

CHAPTER 3 RESEARCH METHODOLOGY

3.1 Introduction

The aim of this study was to assess the extent to which the Hobhouse housing project availed adequate housing to the less privileged as a basic human right. The research approach was qualitative given that the researcher wanted to have a deep understanding of the views and perceptions of the beneficiaries about the housing project. This chapter therefore outlines the qualitative research approach the study used. The rationale for adopting the qualitative approach, data collection methods, procedures and analysis of data are delineated in this chapter.

3.2 Research approach

The study used a qualitative approach which ideally seeks to offer a perspective on a given situation and provides rich, in-depth descriptive analysis which demonstrates the researcher's ability to describe and illustrate given phenomenon under study (Myers, 2002). Since the study sought the perceptions of the beneficiaries about the adequacy of housing provided by the Hobhouse project, a qualitative approach was found to be the most appropriate approach. The study can also be viewed a phenomenological research sought to understand the participants' experiences from their own perspectives. A phenomenological research study attempts to understand people's perceptions, perspectives and understandings of a particular situation (or phenomenon). Therefore, in

this study the researcher sought to understand the beneficiaries' views on the Hobhouse Project from a human rights-based approach perspective.

Coles and Knowles (2001) say that phenomenological research relies on the description of the lived experiences of an individual and how meaning is construed within a context. This type of approach assisted the researcher to assess the experiences of the participants by letting them reflect on their experiences, feelings and views at a deep personal level.

3.3 Research design

The study used a case study design. Essentially, a case study is an in-depth study of a particular situation rather than a sweeping survey study. It is a research method used to narrow down a very broad field of research into one easily manageable research topic and focus area. While the case study approach may not answer a research question completely, it gives some useful tentative answers that might be probed further on a large scale.

The study used a case study design which helped the researcher to have a holistic and in-depth understanding of organisational, managerial processes and dynamics of the housing project. The housing project studied involved provision of housing for the low income and marginalized residents in Mutare. The City of Haarlem initiated the project after realizing the dire housing situation in the old high density suburb of Sakubva. The City provided funding to assist the residents to pay for the stands, procure building materials such as cement and asbestos roofing sheets. The City of Mutare provided the

land for the stands as well as the necessary water and sewage services. Overall, the project symbolized smart partnership between the two cities and the beneficiaries.

3.4 Population

The population of the study were 220 beneficiaries of the Hobhouse Housing Project. This was based on the Mutare City Council 2003 Housing and Community Services Department annual reports which detailed the list of people who benefited from the this Haarlem Mutare Hobhouse Housing Project as well as the 2003 Hobhouse project grant agreement signed between City of Mutare and City of Haarlem. These beneficiaries were the first group of people who were selected by officials of the City of Haarlem and Mutare City Council to participate in the project in 2004. The City of Haarlem and the Mutare City Council officials selected these beneficiaries in 2003 with the allocation of stands and building of houses commencing in 2004. The selection criteria were being homeless and being a low income earner or unemployed. Those who had houses or stands in other suburbs were not allowed to participate as beneficiaries in the project.

3.5 Sample

Since the study approach was qualitative, the researcher found purposive sampling as the best sampling technique to use. This involved selecting 8 research participants who had fully participated in the housing project as beneficiaries. In addition, members of the project committee were also selected to participate in the study. Additionally and taking heed of Patton (1980), the researcher chose participants whom he thought were going to

provide richness of data that was relevant to the study and this included choosing participants who included women headed families, beneficiaries with physical disability and household with both parents, the formally employed and those who were self-employed as well as those with completed and incomplete houses.

Using purposive sampling allowed the study to elicit rich data (Patton, 2002) which is presented in Chapter 4. This type of sampling facilitates the identification of a sample to study, collect the data and then make an analysis of the data in order to gain theoretical insights of the data. This was repeated until saturation was reached. The researcher reached data saturation when all the research questions were answered and there was no new information was obtained and redundancy was achieved.

The final sample consisted of 5 house owners and 3 committee members. The beneficiaries were sampled from the 220 Hobhouse project house owners. Additionally, a focus group discussion of eleven participants which consisted of the selected house owners and committee members was held together with the Hobhouse ward councilor and 2 Haarlem Mutare staff members. The unit of analysis were house beneficiaries. The ward councilor and the 2 Haarlem Mutare staff members were involved in order to authenticate the perceptions of the beneficiaries. To verify data collected from the beneficiaries researcher decided to include these participants who were not direct beneficiaries.

3.6 Data collection methods

The study used three main data collection methods that included interviews, project documents and focus group discussion. These are critical tools in any qualitative research. The researcher's use of these three tools ensured effective triangulation. Triangulation is a powerful technique that facilitates validation of data through cross verification from two or more sources. In particular, it refers to the application and combination of several research methods in the study of the same phenomenon.

3.6.1 Interviews

In-depth face-to-face interviews were used and they were guided by semi-structured interview guide designed by the researcher. In addition, the researcher applied extensive probing and discussion of the participants' responses. This is in agreement with Rossman and Rallis (2003) who consider interviews as the primary and most beneficial means by which a researcher can obtain information about the participants' lived experiences pertaining to the issue at hand. In addition, the researcher analysed the 2003 Hobhouse Project grant agreement signed between City of Mutare and City of Haarlem and project management monthly and annual monitoring and evaluation reports from 2004 to 2016 to establish the underlying concepts and information as a way of gaining insight into how the human rights were addressed especially in the provision of housing.

In-depth interviews are considered to be a holistic approach to study the lived experiences of the participants because they provide a forum for participants to communicate their own understanding and perspectives as advocated by (Creswell,

2003). Therefore, interviews enabled the researcher to understand specific individual experiences from the perspective of the participants and made it possible for the researcher to successfully assess the extent to which the Hobhouse project has addressed the right to housing for the beneficiaries. The interviews took place at the participants' homes after permission from them. The permission was sought two weeks in advance.

Follow-up questions were asked during the interview to ensure that the researcher understood the participants' perspectives. One interview took on average 40 minutes with each participant. Riessman (1993) suggests developing a guide for interviews, including broad questions that cover the topic, along with follow-up questions that delve deeper into the content. The researcher probed the participants when the interviewees responded at surface level. Field notes were made so as to provide the researcher with additional information in respect of the participant's feelings, expressions or any other gestures. These notes enabled the researcher to take note of the patterns, or trends which emerged during interviews with each respondent. The interviews were also tape recorded. Documentation of non-verbal communication reflected during the interviews was made. The interview guide used to collect data from the ordinary house owners is shown Appendix 1.

3.6.2 Documents

The Hobhouse House Project is a formal project with the Hobhouse Housing Project grant agreement being the major project document for this project in addition to the 1992 signed charter of cooperation between City of Mutare and City of Haarlem signed by the then mayors of the two city councils. Additionally, the project management also

kept several documents, which included those that were specifically used for this study, that is, the monthly and annual appraisal, monitoring and evaluation reports from 2004 to 2016. The study therefore examined these project documents in order to understand the project background, goals, objectives, activities, outputs, outcomes and impact. With respect to the background, the researcher wanted to understand the historical development of the project.

3.6.3 Focus group

A focus group discussion is a form of qualitative research consisting of interviews in which a group of people are asked about their perceptions, opinions, beliefs, and attitudes towards a product or service. The focus group discussion enabled the researcher to draw upon respondents' experiences in a way in which would not be feasible using other methods, for example observation, one-on-one interviewing, or questionnaire surveys. In this study all the 11 participants constituted one focus group discussion and these were 5 house owners, 3 committee members, Hobhouse Ward Councilor and 2 Haarlem Mutare staff members. During the group discussion, the researcher would first introduce himself followed by self-introductions by the participants. With regard to the actual conduct of the focus group discussion, the researcher asked questions in an interactive group setting where participants were free to talk with other group members. To ensure that all important information was captured, both the interviews and the focus group discussions were recorded.

The focus group discussions took place at the Hobhouse Community Centre on the 18th of March 2017 from 7 o'clock pm to 8:45 pm. During the focus group discussion, the

following was done. The researcher also asked follow up questions on topics related to affordability, empowerment, participation, security of tenure and other issues of interest related to the research. To make the discussion flow, the researcher repeated questions and in some cases rephrased questions and answers given. The researcher also looked for non-verbal cues from participants who did not speak up verbally to draw them out further. To wrap the discussion, the researcher as the moderator thanked respondents for participating.

- After the interviews and focus group discussions, participants were given a transcribed copy of the interview proceedings after the interviews for reviews and cross checking. Member checks enabled the researcher to: Examine whether or not the perspective relayed to the researcher was accurately documented.
- To be informed if there were any sections which were problematic to the participants if the data were to be published.
- To assist the researcher with the development of new ideas and interpretation of data.

3.7 Data presentation and analysis

The researcher also analyzed data at both the sites of the interviews and off the sites. In addition, the researcher did an on-site data analysis during interviews through taking notes of key concepts, points of emphasis and repetitive arguments expressed by the interviewees. A post analysis of the interviews from the field was done using the

transcription of the interviews. Thus the results of the interviews and focus group discussion were presented in a narrative form.

With respect to document analysis that included the Hobhouse Housing Project grant agreement and project management monthly and annual monitoring and evaluation reports, the documents were interpreted by the researcher to give voice and meaning around the topic. Analysis of documents included coding content into themes similar to how focus group or interview transcripts were analyzed.

In qualitative research the concept of trustworthiness is often used instead of reliability. Trustworthiness of findings were made possible by ensuring that the transcripts were of good quality, clarifying researcher bias and conducting member checks. It was also hoped that triangulation would enhance trustworthiness.

Data presentation was done using identified themes that were produced through the method of constant comparison which was undertaken so as to let the themes emerge on their own as noted by Glaser and Strauss (1967). Hence, emerging themes were used to analyze data while in most cases data presentation was done verbatim as part of what is referred to as thick description in qualitative research (Miles & Huberman 1994).

3.8 Demographic data of the participants

The researcher interviewed 5 ordinary beneficiaries of the project and three committee members of the housing committee. The committee members were also beneficiaries of

the project. The role of the committee was to coordinate the housing project on behalf of the residents. Apart from being interviewed, all the interviewees participated in the focus group discussion. Table 3.1 shows the biodata of the participants. As shown in Table 3.1, most of the participants were middle-aged with ages ranging from 39 to 44 years. Only two were above 50 years and their ages were 54 and 59 years. This shows that all the participants were in the economically active age group.

Table 3.1 Demographic data of the participants

	Participants (Ordinary house owners)					Participants (Committee members)		
	P1	P2	P3	P4	P5	C1	C2	C3
Age	54 years	40 years	44 years	59 years	43 years	44years	42years	39years
Education	Grade 7	O level	O level	Grade 7	O level	Degree	O level	Diploma
Sex	Female	Male	Female	Female	Male	Male	Female	Male
Marital status	Married	Married	Widow	Widow	Married	Married	Married	Married
No. of children	2	3	1	10	5	4	4	2
No. in household	3	8	5	15	8	6	6	4
Employment status	Self - employed	Vendor	Volunteer	Self - employed	Self - employed	Formally employed	Self - employed	Formally employed
Position in committee	-	-	-	-	-	Vice chairperson	Committee member	Secretary
Condition of participant	Able bodied woman	Visually impaired	Woman head of family	Woman head of family	Able bodied man	Able bodied man	Able bodied woman	Able bodied man
Interview time in minutes	32	38	43	35	44	44	42	43
Date of Interview	15/3/17	16/3/17	16/3/17	17/3/17	16/3/17	15/3/17	17/3/17	18/3/17

The interviews took place in the participants' homes while the focus group discussion took place at the Hobhouse Community Centre.

With respect to marital status, the largest proportion of the respondents were married (6) while the rest (2) were widowed. This shows that all the participants were family-oriented with children. This has a bearing on the need for a house that caters for family needs such as separate rooms for parents, boys and girls. In a modern set up, there is also need for a room for visitors.

In terms of sex, the participants were balanced, 4 males and 4 females. This was meant to get a balanced-gender perspectives of the project.

With respect to employment status, the data show that the participants were largely unemployed, with only two being fully employed. This clearly shows the level of unemployment in the country whereby most people now rely on self-employment. As shown in Table 3.1, the majority of participants were self-employed as vendors.

The data in Table 3.1 show that all the participants had children with the majority having children ranging from 1-10. However, all but one participant had children ranging from 1-5. Surprisingly, the participant who reported having 10 children also had the highest number of household members (5). This has an important bearing on the need for adequate housing especially with respect to cultural consideration whereby people should be accommodated according to their cultural considerations. For example, children above 5 years should not sleep with their parents. In addition boys should not

sleep with girls. Hence, the number of children and their sexes has implications on the number of bedrooms required to comfortably accommodate a given household.

Table 3.1 also shows the number of people in each household. Again, like sex of the children, the number of people in a given household has implications for accommodation. The bigger the household the higher the demand for more bedrooms to cater for the cultural aspects of adequate accommodation. The household with the highest number of members had 15 which was extraordinarily large. The majority of participants (5) had household size ranging from 5-8. The other two had 3 and 4 members respectively.

3.9 Research ethics

The researcher sought verbal and written consent from all the participants who were interviewed in the study. The participants participated in the study voluntarily. The researcher did not force, deceive or threaten any identified participants to participate. Permission was sought from each participant to record his or her response. The researcher guaranteed and ensured that there was privacy and confidentiality during data collection, which then guaranteed free participation in the study. The findings were not be tempered with, doctored or altered by the researcher.

3.10 Summary

As noted at the beginning of this chapter, the study adopted a qualitative research design. Purposive sampling in general and expert sampling in particular was used to

obtain the study sample. The participants consist of Hobhouse project house owners and project committee members. Emerging themes were used to analyze data while data presentation was done verbatim as part of what is referred to as thick description. The next chapter presents the findings of the study.

CHAPTER 4 DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

The chapter presents the study findings that show that the Hobhouse Housing Project was largely successful as it managed to address all the key facets of adequate housing that include legal security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability; accessibility; location; and cultural adequacy., Additional, the participants were overall satisfied with the performance of the project as it managed to fulfil their dreams of owning houses in urban areas. However, major concern to the residents was that the provision of some essential services such as health facilities were inadequate. This chapter presents the data as well as analysing and discussing the results.

4.2 Selection of beneficiaries

Before addressing research objectives, it is important to understand how the participants were selected. According to City of Mutare's Housing and Community Services Department 2002 annual report, a delegation from the City of Haarlem having prior realized the dire accommodation crisis in Sakubva, mobilized funds for a housing project for marginalized people in Mutare's Sakubva neighbourhood, specifically the OTS section. Having pooled the funds, an official visit was done in 2003 with the aim of interviewing and selecting the marginalized people who could not afford to buy stands. The interviews to select the most deserving residents of Sakubva were held in 2003 in

the area and people were supposed to prove that they stayed in the area. The 2010 Haarlem-Mutare annual report states that the criteria used for the final selection included the following elements:

- Physically challenged- selected through the National Council of Disabled Persons in Zimbabwe (NCDPZ)
- Economically challenged (low income earners) whether self-employed, employed in the formal or informal sector.

Other considerations were as follows:

- Interest they had in owning a house – whether; they were on council waiting list, how long they had been subscribing and whether they were up to date in their renewals.
- Any efforts they had made towards buying a stands, e.g. any savings for this cause.
- Gender, family structure, number of dependents, nature of employment etc.
- Whether they were able to pay the monthly installments.
- Whether if aided, they had the capacity to develop the stands.
- Willingness to abide by the laws governing the Project.

Those who were found to be deserving were allocated the stands in Hobhouse. Overall, the participants perceived the selection process as transparent and above board.

4.3 Application of the human rights approach in the project

The study also assessed the extent to which the HRBA approach was applied in the execution of the project.

4.3.1 How the key stakeholders participated in the project

One of the key principles of HRBA is participation. According to the Australian Human Rights Commission (2016), participation means ensuring that national stakeholders have genuine ownership and control over development processes in all phases of the programming cycle which include assessment, analysis, planning, implementation, monitoring and evaluation. Human rights standards influence the conditions as well as reasonable limitations of participation. For processes to be truly participatory, they should reflect active, free and meaningful engagement.

To understand the operation of the project, the study asked participants to state the role of key stakeholders of the project. These were the Mutare city council, the City of Haarlem and the beneficiaries of the project. Inquiring about the role of key stakeholders helped the researcher to understand how the *modus operandi* of the project as well as how the beneficiaries participated in the project. . The results show that all the three stakeholders played significant roles in the project. Examining the role played by various stakeholders is consistent with the HRBA principle of participation.

Mutare City Council

The interviewees stated that the Mutare city council played the following roles:

- Provided the land for the project, water and sewer connections
- Were involved in the selection of the beneficiaries
- Monitored the implementation of the project as a partner with the Haarlem city
- Was responsible for the initial development of the plans for the Hobhouse high density suburb
- Provided water and sewer infrastructure

The foregoing clearly shows that the Mutare City Council was an important player in the project.

City of Haarlem

City of Haarlem played a critical role in the whole project. According to the grant agreement which was the key project document the researcher analysed, the city initiated the whole housing assistance project after observing the dire housing crisis in Mutare. Based on the evidence distilled from the documents, the City of Haarlem played the following critical roles:

- It conceived the project to financially support a housing project for the marginalized in Mutare. This was done after realizing the dire housing problem in the city of Mutare. The crowding in residential areas like Sakubva spurred the city to action. Hence, the City sought to assist through the existing partnership with the City of Mutare.
- Provided revolving fund to buy stands, building materials; equipment and computers for office use
- Haarlem City provided cement, asbestos, roofing sheets and some tools to use

- Training in capacity building for the residents
- Provided moral support and encouragement for the marginalized
- Was also involved in the interviewing and selection of beneficiaries. This helped to ensure some fairness in the allocation of stands and beneficiaries.

It is clear from the above that the City of Haarlem made a significant contribution to the housing project. From the HRBA approach, it is clear that the City of Haarlem like the City of Mutare actively participated in the housing project.

Beneficiaries

Participation in any development project by marginalized beneficiaries is a very important principle of the HRBA. Instead of receiving benefits as charity, beneficiaries in the rights-based approach are expected to actively partake in any given project they are associated with. Hence, the study examined how the beneficiaries played a role in the housing project. The results of the study show the important role played by the residents which included the following:

- Drawing of plans and processing their approval
- Payment of builders and other(s) who provided essential services.
- Provision of general labour and moulding bricks
- Financed other materials used to construct their houses such as door frames, sand and concrete

Apart from the participation through the role they played in the project, the participants were asked to indicate how they participated in decision making of the project. This question was critical because of the key element of the human rights-based approach is

active citizen engagement and participation. In this regard, the human rights approach says that beneficiaries of a given project should participate as a strategy for sustainability and empowerment. Most participants indicated that they actively participated in the project.

Specifically, the residents participated in the planning process through workshops and meetings with the City of Mutare and Haarlem Mutare. The project also encouraged residents to work together as a community. The residents actively participated in the project through regular meetings and their involvement started at the planning stage. All the participants indicated that the beneficiaries were highly involved. The committee members were even capacitated by the project through leadership training. The Project Committee coordinated the project activities working closely with the project staff and council officials. In addition, the residents overwhelmingly indicated that they were involved in the monitoring and evaluation of the project through their committee. The residents also supervised the usage of building materials.

Overall, the beneficiaries were at the centre of the project. In fact, one excited participant (Participant P2) indicated that they were the owners of the project throughout the whole process. In fact, he quipped in the vernacular saying “*tisu anhu acho*” which could be translated as “we are the owners of the project”

4.3.2 How the project empowered the beneficiaries

Empowerment is an important principle of the HRBA. Payne (2005:295) states that “empowerment seeks to help clients to gain power of decision and action over their own lives by reducing the effect of social or personal blocks to exercise power, increasing capacity and self-confidence to use the power.” In this study the researcher viewed assistance the beneficiaries received as a form of empowerment. Hence, the researcher was keen to find out the nature of assistance the residents received as part of the project. This was important to verify the role played by the Mutare City Council and the City of Haarlem. In the responding to the question on the nature of assistance the residents got from the Mutare-Haarlem project, the interviewees said that they got assistance in various forms. For example, one of the participants who was a female head of household (P3 in Table 3.1) said “The project really helped us to work as a community as well as encouraging us to work as team. Again the capacity building to build our houses was fantastic.”

Overall, the participants said that the project helped them in several ways. For example, they were assisted to get stands and were allowed to pay through interest free monthly instalments for them over 5 years. The hyperinflation of the 2004-2008 negatively affected the revolving fund and also resulted in the monthly installments being nominal. However, they residents might have also gained through black market since it was easy to convert a few US dollars or South Africa rand into trillions of almost useless Zimbabwean dollars then. They were helped with water and sewerage connection by the Haarlem – City of Mutare project. In addition, the building materials assistance scheme

provided them with cement, roofing and plumbing materials. Finally, the project also built capacity of the beneficiaries with respect to building skills.

The foregoing show that the assistance the beneficiaries received greatly empowered them as it helped them build their houses and having shelter is a very powerful empowerment strategy especially for the marginalized in urban areas.

4.3.3 Legality

With respect to legality, the participants indicated that they owned their houses through title deeds which they could get. In addition, the residents in the project had agreement of sale documents demonstrating ownership of their houses. The fact that the residents were able to acquire title deeds for their houses clearly show the legality and transparency of the project. This is important because most housing projects in Zimbabwe are associated with corruption and many members end up losing their funds.

4.3.4 Accountability

One major principle of accountability in human rights is that both citizens and government have roles to fulfil. In the project the City of Mutare representing government played its role as delineated earlier. The residents also played the role as expected. This resulted in successful implementation of the project. This clearly demonstrated high level of accountability by both parties.

4.3.5 Non discrimination

Non-discrimination is an important principle of HRBA. The participants indicated that the selection of beneficiaries was non-discriminatory and transparent. Again, the selection process adhered to selection criteria of choosing the marginalised. Emphasis on non-discrimination is emphasized by Replace Campaign (2012) when it says that everyone is entitled to all the rights and freedoms without discrimination

The foregoing results clearly demonstrate the successful application of HRBA

4.4 How the project addressed the seven dimensions of adequate housing

The participants were asked specific questions meant to assess the extent to which each dimension was addressed. This section presents the results on this aspect verbatim.

4.5.1 Legal security of tenure

As a component of adequate housing, legal security of tenure is a central element of the right to adequate housing. In this regard, security of tenure says that everyone is entitled to some form of security of tenure that guarantees legal protection against forced evictions, harassment and other threats related to eviction. The lack of security of tenure in law and practice makes protection against forced eviction very difficult for the vulnerable. According to the UN Office of the Human Right Commissioner (2017), the human rights law mandates that all persons should possess a degree of security of tenure which guarantees legal protection against forced eviction, harassment and other threats. In this study, security of tenure only meant house ownership because the main objective of the project was to ensure house ownership by the residents. While in some contexts

security of tenure could mean the right of a tenant of property to occupy a shelter based on a given lease, in this study only house ownership was viewed as security of tenure.

With respect to ownership of the houses, the participants unanimously said that they owned their houses. The house owners had agreement of sale documents issued by the Mutare City Council. In addition, the houses were in the name of the participants. Hence, it was evident that the participants owned their houses. In addition, all the participants had paid the total amount required for their stands. Due to their low incomes, the residents paid for their stands through a revolving fund made of financial resources donated from Haarlem, by means of instalments which were interest free and not adjusted to inflation. To emphasize the security of tenure, a participant (C1) had this to say:

Yes, the residents have security of tenure. We signed agreements of sale with the City of Mutare and the City of Harlem. We can also access Title Deeds upon payment of the required funds. There are no other conditions attached.

The foregoing clearly shows that the Hobhouse residents in the project had reasonable security of tenure. The security of tenure needs to be qualified as reasonable because none of the participants had secured the title deeds but those who had completed the house like Participant C1 was in the process of securing the title deeds.

4.5.2 Availability of services, materials, facilities and infrastructure

With respect to this dimension of availability, the UN Office of the Human Right Commissioner (2017), says that housing is not adequate if its occupants do not have safe drinking water, adequate sanitation, energy for cooking, heating and lighting, sanitation and washing facilities, means of food storage and refuse disposal. Housing should have amenities essential for health, security, comfort and nutrition. People who benefit from housing should therefore have access to basic services such as water, sanitation, energy for cooking, heating and lighting, food storage, refuse disposal, drainage and emergency services.. Overall, the responses showed that a lot was done to provide the required services. The following were some of the perceptions of the interviewees:

- Water used to be a problem but has since been rectified with the assistance of the World Bank when it provided funds to build water tanks/reservoir. However, in some houses the water is still outside the house at a tape. This creates challenges with respect to bathing and flushing out the toilets.
- The sewer system was put in place in 2004. . What was left was for all the houses to have working toilets inside the houses.
- With respect to electricity supply, the situation is dire. Most participants bemoaned lack of tower lights for security at night. In addition, some homeowners were failing to connect electricity owing to economic challenges. This means that households without electricity had to use other forms of energy such as wood fuel. Those interviewed indicated that they used foreword

occasionally to reduce costs on electricity. It is also important that while the electricity was not part of the agreement, electricity is an essential facility if a house is to be define as adequate.

- The participants indicated that social amenities were wanting as there were no recreational facilities for children and adults. In fact, social amenities must be considered during early stage of housing development. For example, the participants wanted play grounds for their children.

Despite the gaps in some of the available facilities, it is clear that the residents were generally satisfied with the facilities provided. The level of satisfaction will be dealt with later under separate heading. The participants were also aware that where they came from (Sakubva) the facilities were even worse. Hence, the general interpretation of the situation by the participants was based on a comparative basis and what was happening in other areas such as Sakubva and Chikanga.

4.5.3 Affordability

One of the major dimensions of adequate housing is affordability. According to the UN Office of the Human Right Commissioner (2017), affordability means that personal or household financial costs associated with housing should not threaten or compromise the attainment and satisfaction of other basic needs (for example, food, education, access to health care). Hence, housing should be affordable or reasonably priced. Most participants indicated that the current average city council rates of USD30 per month in the area was too high for most families.

All the participants clearly indicated that it was very difficult to pay the required rates owing to lack of reliable incomes for those who were working and little income for those who were involved in informal trade. The hard economic environment was the major challenge cited by the participants. Most of the participants were trying hard to pay the rates but economic hardships were affecting their ability to pay the rates. As a result, the interviewees stated that most of them were in arrears. Interestingly, all the participants indicated that they were paying for electricity using the prepaid facility. However, this might indicate the culture in Zimbabwe of public sector clients not willing to pay for services rendered in anticipation of another cancellation of debts as national elections approaches.

The participants further indicated that some of the residents in the Hobhouse project lost jobs in the past 2 years and hence were unemployed. To support this Participant P3 who was self-employed as well as female head of family had this to say:

You know things are hard these days. I lost my job 2 years ago and I am now unemployed. To make matters worse I have three children go to school. In addition, I need money for food and other essentials. My husband is also not working. We therefore depend on informal trading. To make matters worse, business is very low these days. People have no money.

The foregoing statement was made in mid-March 2017. This was the time when the cash crisis was worsening in Zimbabwe. With respect to the amount required for rates, the

residents were expected to pay the same amounts which on average is approximately USD30 per month. The amount included water and supplementary charges.

Across the board, the participants said they found it difficult to pay rates for their houses. By nearly every category— sex, age, education and employment status, all participants echoed that that it was very difficult to pay the rates to the council. To exacerbate the problem, sometimes the council disconnected water for those who fail to pay rates. In a bid to save their situation they would illegally connect the water resulting in them facing penalties for such illegal connection hence exacerbating the situation.

From the foregoing results, it is clear that the houses in Hobhouse are not affordable for most residents. Given the current economic meltdown it would appear that the problem is not unique to Hobhouse alone but that it is a national crisis affecting the marginalised in most high suburbs in Zimbabweans.

This finding appears to be common in most developing as well as developed countries. For example, Mayo, Malpezzi and Gross (1986) state that only a few developing countries have widespread and successful systems of housing finance which make housing affordable. It is important to note that researchers in the mentioned studies were not investigating housing adequacy from the human rights perspective.

4.5.4 Habitability

According to Rauh, Landrigan and Claudio (2008), the housing in which people live embodies many elements including physical and material (location, density, building height, maintenance, air quality, sanitation, pests, hazardous exposure), social (e.g. threats to safety, noise) and psychological components (e.g. interpersonal conflict, sense of permanence). Habitability is one of the components of adequate housing that should comply with health and safety standards. The habitability and the accessibility components are closely related to the issue of health as inadequate housing is generally associated with high rates of morbidity and mortality. Therefore, adequate housing must provide shelter from health threats as well as diseases (Thiele, 2002). The UN Office of the Human Right Commissioner (2017) clearly states that habitability means that adequate housing should provide for elements such as adequate space, protection from cold, damp, heat, rain, wind or other threats to health, structural hazards, and disease vectors.

Accordingly, for housing to be considered adequate, it must provide adequate space, be physically safe, offer protection from cold, damp, rain, heat or other threats to health for all occupants and guarantee the physical safety of occupants. This constitutes the habitability of a house and it is this definition which was used in this study.

The interviewees carried out in this study indicated that the Hobhouse houses were generally habitable but most of them were not yet complete. As shown in Plate 1, some of the houses were still incomplete with only two rooms completed but not plastered. Some houses are still at window level while other houses are still at foundation level. Generally, the stage of completion largely depended on the incomes of the house

owners. The two employed house owners (Participants C1 and C3) had completed their houses. However, those who were involved in formal business were struggling to complete their houses. Nevertheless, there were some who were informal traders who had completed their houses.

Some of the houses had basic requirements such as water and toilets. Overall, most of the houses did not meet the criteria of habitability strictly defined. As Participant C2 who was an able-bodied woman put it,

Some of the houses are only roofed, no proper windows, not plastered, no water inside the house. Some residents are still fetching water from the tapes outside their houses. Most of the residents are still building, no plumbing, and toilets are still temporary”

With respect to power, electricity was not yet fully installed. Overall, habitability of the houses was largely dependent on the income of the individuals. However, compared with Sakubva where most participants came from, their Hobhouses were far much better.

4.5.5 Accessibility

Accessibility is one of the elements of the right to adequate housing. This implies that everyone including disadvantaged groups should have access to a house. This point is stressed by the UN Office of the Human Right Commissioner (2017) which says that housing is not adequate if the specific needs of disadvantaged and marginalized groups are not taken into account. The marginalized groups include the poor, people facing discrimination; persons with disabilities and victims of natural disasters.

When the participants were asked whether the needs of the marginalized were considered in the allocation of housing stands in the Hobhouse project, all the participants overwhelmingly stated that the needs of the marginalized were considered in the project. All interviewees stated that the main beneficiaries of the housing project were former residents of Sakubva OTS section. Sakubva is the oldest high density suburb in Mutare and was built by the colonial government and was meant for single black workers. In fact, most of the disadvantaged in Mutare live in Sakubva. Sakubva is also a residential area notorious for all urban vices such as overcrowding, theft and drugs.

A response by one of the participants, Participant P4 who was an able-bodied man was very emphatic that the disadvantaged groups benefited in the project when she said:

Yes, the needs of the marginalized were considered because most beneficiaries were the marginalized and the vulnerable that included women headed families and people with disabilities. I am happy because in Hobhouse we are now a community working together and treated equally in the project.

This observation was made on 15 March 2017 at the residence of one of participants. (Participant P4).

Of course, some participants noted that while the needs of the marginalised were considered, these were still to be fully realised because some houses are far from being complete. However, the respondent was quick to say that despite that Hobhouse houses were far much better than Sakubva where parents and their children used to sleep in the same room owing to shortage of accommodation.

In addition, all the participants indicated that most of the beneficiaries were people who could not afford to buy stands which were sold at exorbitant prices and as a result such stands were out of reach for most of Sakubva residents. Overall, the results show that the disadvantaged groups that benefited included the unemployed, low income earners and people living with disabilities. Table 4.1 shows that the majority of the participants fell in these categories.

4.5.6 Location

With regard to adequate housing, the location dimension requires that housing must be within close proximity to economic opportunities and social amenities such as schools, child care centres, health care services and recreational facilities. Housing should be located in a safe and healthy environment. In this respect, the UN Office of the Human Right Commissioner (2017), says that adequate housing must allow access to employment options, health-care services, schools, child-care centres and other social facilities and should not be built on polluted sites nor in immediate proximity to pollution sources.

The participants thought the area has improved considerably in the past 2 years. The following were their responses to the question assessing the location of Hobhouse residential area:

- Lack of water used to be a big problem but has since been rectified.
- Health facilities are inadequate. The small clinic is still temporary and is based in a house without basic facilities of a modern clinic. As a result, most residents go to clinics in either in Chikanga or Dangamvura.

- The school situation has improved since 2016. The primary school in the area was established in 2016 and lacked basic learning facilities such as pupils' textbooks. In some primary schools each pupil has a textbook in every subject. Most children in Hobhouse as a result go to schools in Chikanga and Dangamvura. Some parents in Hobhouse felt that schools in town offer better education.
- Roads in the area used to be fine but are now in a very bad state. The situation is worse as the roads get slippery and muddy during the rainy season.
- Shops are now available although their stocks are limited. There were several shops within a walking distance from the housing project.
- There are no play grounds for recreational facilities for both children and adults.
- The area does not have a hall like most residential areas in the city.
- There are poor feeder roads in the area. In fact, all feeder roads in the area are not poorly maintained by council.
- Refuse collection is irregular – can take a month to empty bins yet this should be done weekly. The participants were concerned that they were now resorting to burning refuse or garbage which was a health hazard owing to non-collection of bins.

The foregoing clearly shows that the location of Hobhouse still needed a lot of improvement. In fact, according to residents interviewed, council refuse trucks either don't come at all or come on the wrong day, often resulting in them speeding down the streets with an empty load, without having any refuse. As a result, non-collection of

garbage has become a nuisance to the residents of Hobhouse. Participant C3 who was an able-bodied man noted that at one time she was forced to chase after the collection truck holding a plastic bag full of waste, only to give up after it disappeared around the corner. Although not justified, as residents they are forced to dump the rubbish on the road side because they could not afford to let it accumulate in their backyards and risk contracting diseases.

4.5.7 Cultural adequacy

In this study, it was clear that the principles of the project with respect to the cultures of the residents were adhered to. For example, the residents were free to design their own houses depending on their resources and preferences. As one Participant C3 who was an able-bodied woman stated:

It's up to the individual stand owners to design his or her house. As you can see this area, residents have designed their houses according to their tastes. The most important thing is one's money. Again, you can even put up the number of rooms you want so that all family members can be accommodated comfortably unlike what we used to have in Sakubva where parents and children would sleep in the same room.

This was based on interview data from Participant P3 and was held on 15 April 2017. It is important that with respect to this dimension, it still an ideal rather than a reality because most houses are incomplete with only two bedrooms for households as large as 8 members meaning that some rooms occupy as many as 4 household members. In fact, the researcher noted that there was overcrowding in the area. According to the

World Health Organization (1987), overcrowding refers to the situation in which more people are living within a single dwelling than there is space for, so that movement is restricted, privacy secluded, hygiene impossible, rest and sleep difficult. The terms crowding and overcrowding are often used interchangeably to refer to the same condition. The effects on quality of life due to crowding may be due to children sharing a bed or bedroom, increased physical contact, lack of sleep, lack of privacy, poor hygiene practices and an inability to care adequately for sick household members

4.6 Addressing other human rights

One of the main strengths of the human rights-based approach is that it says that any planned project should be able to address other human rights aspects such as water, health and education. As earlier stated, the project managed to address water, health and education aspects. Given the prevailing economic situation, the project managed to provide satisfactory services. Council has also availed open fields for agriculture. Of course, while the importance of urban agriculture is increasing there is a debate whether agriculture is an urban activity or not.

4.7 Overall satisfaction with the houses provided by the project

The study also asked a question to assess the overall satisfaction of the residents with their houses. This was important to have an overall picture of the level overall

acceptability of the project. This was also important because while some dimensions of adequate housing might have been weak, it was necessary to get the overall impression of the project. In addition, Tissington (2010) argues that formulating the definition of adequate housing is not easy because what constitutes adequate housing depends on the specific context, circumstances and the needs and priorities of the individuals in the household. While adequate housing concerns more than providing shelter from the elements, it is difficult or impossible to define the term exactly. Tissington further states that any homogenous definition does not apply although some essential principles may be common across cases.

With respect to overall satisfaction, the study wanted to find out the extent to which the houses were generally accepted by their owners. The question wanted to indirectly assess the house owners' satisfaction with the houses. The majority of the residents affirmed that they generally satisfied with the standards of their houses. However, while the participants generalized their responses which were aimed at speaking for others not participating in the study, it was clear that those who appeared more satisfied with the houses were those who had completed their houses (e.g. Participant C1). Interestingly, those who had completed their houses were the employed. For example Participant C3 who was employed said that he was really happy about his house.

It is also important to note that the responses related to location were varied where it would that some participants suppressed the challenges while others were a bit more open with respect to incomplete houses with one of the participants saying that the houses were only good when finished. Overall, it is clear that while the residents were satisfied with their houses, a lot still needed to be done. It is clear that residents

appreciated their new location compared to where they were before in Old Sakubva, OTS section.

4.8 Interesting emerging themes in the field

As the interviews were unfolding, the interviewees raised psychological and social benefits of the project which the researcher thought should be reported separately. The study found that the project raised the residents' sense of ontological security, autonomy, social capital and self-identity.

4.9.1 Ontological security

Ontological security is about order and continuity of a person's routinely experienced daily environment. Ontological security is a stable mental state derived from a sense of continuity in regard to the events in one's life. Giddens (1991) refers to ontological security as a sense of order and continuity in regard to an individual's experiences. He argues that this is reliant on people's ability to give meaning to their lives. Meaning is found in experiencing positive and stable emotions, and by avoiding chaos and anxiety. If an event occurs that is not consistent with the meaning of an individual's life, this will threaten that individual's ontological security. Ontological security also involves having a positive view of self, the world and the future.

In order to support ontological security, individuals must have trust in the people surrounding them and this contributes to a sense of security. The home offers protection and privacy from the external world. Some of the participants described their previous housing in Sakubva as having a lot of undesirable elements in their neighbourhoods. In

addition, apart from the crowding in Sakubva, violence, crime and theft were the order of the day.

To have his own house and a well-maintained home really meant a great deal to Participant C3 who was an able-bodied man. He was already living a stressful life in Sakubva with several young children and he was on a low income. The Hobhouse housing had eradicated the stresses around housing especially with respect to housing quality, rent burden and possible eviction as the landlords were tough and threatening. Additionally, to worsen his situation, his previous house was old and dilapidated. Yet poor housing can impact mental health through the formation of stressful environments and studies have shown that people living in poor quality housing are more likely to suffer from psychological distress (Dunn & Hayes, 2000).

Hence, the new houses in Hobhouse brought with them a sense of security and hope for a better future for the beneficiaries. In fact, it would appear that there was a vicious cycle of problems in Sakubva while there is now a virtuous cycle of benefits in Hobhouse. While the vicious cycle of problems precipitate more and more problems, the virtuous cycle yields advantages which will continue to beget advantages or what is often called the “Matthew effect” in development studies.

4.8.2 Autonomy

The study findings show that the Hobhouse housing ushered autonomy to the residents. In fact, Hiscock et al. (2001) says that individuals having confidence in themselves is

another way of maintaining ontological security. Autonomy is traditionally defined as the free will of an individual. In this study, participants expressed a greater sense of autonomy by having their own houses. Most of the participants reported that they had gained housing independence and/or greater privacy since moving into the new houses. In their old homes in Sakubva, some participants had moved from one house to another quite often due to the unaffordable rent and poor housing quality. As observed by Crowley (2003), lack of affordable housing options for lower-income individuals encourages housing instability which can result in frequent moves or homelessness.

Another important finding linked to autonomy was privacy. The participants reported that they felt a more sense of privacy in their new homes.

4.8.3 Self-identity

Before people can have confidence in other people, they must first have confidence in themselves (Hiscock et al., 2001). The meaning of the home is a reflection of self-identity (Hiscock et al., 2003). When the participants were asked how they felt about their new houses, the majority reported being proud about their current home. Each participant constructed their self-identity in unique ways. The new housing allowed them to feel more confident and less embarrassed to invite others over. For example some participants were now holding family gatherings in their homes. Participant P1(Able bodied woman), for instance, was not keen to invite people over in her Sakubva old home due to embarrassment because of the poor state of the house then but she is now finding it easy now in her new home.

Participant C1 was comfortable and proud of his identity and he displayed this by showing pictures of his new home. Interestingly, many of the participants felt ashamed of their previous housing because it was of lower quality housing and in mediocre neighbourhoods. When asked if she was proud to live in Hobhouse Participant C1, replied “Yes, it is a lovely area. I love it here. You can’t compare this with Sakubva. I am really happy to be here”.”

4.8.4 Social capital

One major externality of the project was an increase in social capital for the residents. According to Portes (1998), social capital refers to the tangible and intangible benefits or resources available to individuals by virtue of their membership and participation in social networks or social groups, such as families, churches, or communities. Portes (1998) argues that having social capital enables individuals to gain access to material resources by drawing on personal relationships to achieve goals (e.g., finding a job, getting food or financial assistance during hard times). Thus, social capital is also associated with having financial resources and forms of emotional and social support.

The study found that the Hobhouse project resulted in more interactions and networking among the residents. Because of the regular community meetings, residents now see each other as an intact community willing to support each other. For example Participant P2 who was visually impaired had noticed that relationships with neighbours are better and this has allowed her some more freedom and less worry.

For the most part, participants experienced feelings of acceptance and belonging in their new housing set up. Some became involved with formal and informal networks within

the community. Although the study did not specifically assessed social capital, the study found that there was greater interaction and feelings of trust among residents that resulted in collective benefits. Within the community, having confidence in others is a crucial part in maintaining ontological security. This research found that the residents had gained confidence in their neighbours, which further enhanced their sense of security.

4.9 Benefits of project

To further assess the importance of the project to the residents, the participants were asked to indicate that benefits of the project to them. All the participants indicated that the project was very beneficial to the residents as it provided them with shelter. Actually, most residents used to reside in crowded houses in Sakubva but the project offered them the opportunity to own houses. To a large extent, the project helped the residents to move from homelessness to house ownership. Before the project most of interviewees never dreamt of owning a house in Mutare but the advent of the project made it a dream come true. In fact, Participant C1 remarked:

Yes, I benefited a lot. I did not have a stand or house in Mutare but I am now a proud owner of a house. This project helped me to realize my dreams. There was no way I was going to buy a stand and then build without the assistance from the City of Haarlem

Another participant, P5 who was able-bodied further supported his colleague that the life of the residents had improved considerably from being lodgers to being house owners. In support of his statement he said “Yes, the project helped indeed. We could still be

homeless if the project was not launched. We now have a place we call home. Our children now have decent bedrooms”.

Other benefits that were emphasized by the residents were that the project:

- Helped the resident to acquire stands
- Reduced the housing backlog for the city of Mutare
- Assisted the marginalized such as the disabled and women headed families.
- Assisted the residents with building materials such as cement and roof sheets
- Helped the vulnerable with houses. The project selected the poor and no corruption was minimal probably because of the close involvement of the donors.

4.10 Strengths of the project

The study also sought to understand the main strengths of the project from the residents’ perspective. This was important to understand the planning and strategies used by the designers and sponsors of the project. The interviewees gave interesting responses which demonstrated the effective management and planning of the project. The most mentioned strengths of the project were that it:

- Gave the residents the opportunity for personal development.
- Used participatory approach and made residents aware of what was happening
- Promoted team work as people had to work in teams.

- Had effective capacity building systems whereby the residents were trained to manage the construction of their houses.

4.11 Weaknesses of the project

Like any project, it is common that weaknesses can crop in. Therefore, the study sought to understand possible weaknesses associated with the project. The participants identified weak areas of the project and some of these weaknesses were:

- Has not established income generating projects. It should create a home industry for the unemployed such as the Green Market in Sakubva. However, it is important to note that industries were planned but not yet implemented.
- Project assistance should have also included connection of electricity and plumbing materials.
- The stands allocated are too small. This resulted in crowding especially for those with large families, leading to the generally loss of privacy as well as no space to accommodate an adequate family garden as well as other outdoor activities.

4.12 Challenges facing the project

The participants were also asked to give what they thought were the main challenges affecting the project. Below were some of the challenges that were identified by the participants:

- The stands were too small resulting in crowding for large families and no space for vegetable garden.
- Some houses are still incomplete 14 years after being given to people and this affects the quality of the neighbourhood.
- Some stands of the deceased were sold without benefiting the spouses and/ or children.
- The project now has a mixed bag of residents with some having untoward behavior

4.13 Strategies to improve the project

The participants were asked to give possible strategies that could be adopted to enhance the project. The following were their main suggestions:

- Provide offices for services e.g. for paying rates and electricity
- Noise control mechanisms should be put in place since the houses are too close
- Establish income generating projects such as the Green Market in Sakubva
- Build a hall for meetings and to provide other services. This is common in most major suburban centres.
- Residents should regularly meet so that those who have not finished their houses can be assisted through brainstorming.
- Provide additional revolving fund to assist those who have not yet completed their houses.
- Provide loans to those who have not completed the houses

- Re-launch housing assistance scheme so that incomplete houses can be completed.

4.14 Discussion

Overall, the study showed that the Hobhouse Housing Project addressed key principles of HRBA. For example, the results showed that participation, empowerment, legality, accountability and nondiscrimination were adequately applied by the project. As observed by UN Office of the Human Right Commissioner (2017), every development project must make an effort to integrate human rights in its programming.

Non-discrimination is an important principle of HRBA. It was interesting to note that the selection of beneficiaries was non-discriminatory and transparent. Again, the selection process adhered to selection criteria of choosing the marginalised. Emphasis on non-discrimination is emphasized by Replace Campaign (2012) when it says that everyone is entitled to all the rights and freedoms without discrimination of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Human rights apply to everyone everywhere and under any circumstance.

With respect to participation, UNICEF says that every development project must incorporate participation and inclusion as its key elements. In this regard, UNICEF says

that every person and all peoples are entitled to active, free and meaningful participation in, contribution to and enjoyment of civil, economic, social, cultural and political development, through which human rights and fundamental freedoms can be enjoyed. To a large extent, the Hobhouse project demonstrated participation. It clearly demonstrated that the project was not based on charity or needs based models where the beneficiaries are passive recipients of assistance.

Another important facet of HRBA is empowerment. According to UNICEF, empowerment is the process by which people's capabilities to demand and use their human rights grow. They are empowered to claim their rights rather than simply wait for policies, legislation or the provision of services. Initiatives should be focused on building the capacities of individuals and communities to hold those responsible to account. The goal is to give people the power and capabilities to change their own lives, improve their own communities and influence their own destinies. The results of this study clearly show that the participants were empowered through capacity building as well as being encouraged to work in teams which was an effective strategy to build social capital.

This study showed that participants C1 and C3 were greatly empowered by the Hobhouse project. They joined the project as mere holders of "O" Certificate but when the interviews for this study were held, C3 was now into administration holding a Higher National Diploma in Accountancy. C1 was also an "O" Certificate holder before

getting a stand in Hobhouse but when the interview was held he was a degree holder in Mathematics and Statistics and was a secondary school teacher at a local school. These two participants managed to advance in their studies owing to empowerment through house ownership which should have created stability in is household income.

Accountability and respect for the rule of law are other important components of the HRBA. As UNHCR (2006) observes, a rights-based approach seeks to raise levels of accountability in the development process by identifying ‘rights holders’ and corresponding ‘duty bearers’ and to enhance the capacities of those duty bearers to meet their obligations. These include both positive obligations to protect, promote and fulfil human rights, as well as negative obligations to abstain from rights violations. From the results, it is clear that the Hobhouse project also demonstrated legality which is an important principle of HRBA. The fact that the household were able to acquire title deeds for their houses clearly show the legality and transparency of the project This is important because most housing projects are associated with corruption and many members end up losing their funds. In the Hobhouse both council representing government and residents as beneficiaries managed to play their roles which resulted in successful implementation of the project.

The findings of this study also show that the right to housing was satisfactorily addressed. Most importantly, all the seven dimension of adequate housing were modestly addressed. Article 11(1) of the International Covenant on Economic, Social

and Cultural Rights (ICESCR) provides the most significant legal source on the right to adequate housing. The most authoritative legal interpretation of this right was set out in a 1991 general comment by the United Nations Committee on Economic, Cultural and Social Rights (CECSR) which considers countries' compliance with ICESCR. This general comment spells out that the right to housing includes:

- security of tenure, for example, legal protection from arbitrary eviction
- availability of services, for example sustainable access to potable water, sanitation and emergency services
- affordability, for example housing costs as a ratio of income
- habitability, for example the soundness of physical structure and the absence of dampness and crowding
- accessibility, for example by all ethnic, racial, national minority and other social groups
- location, for example in relation to employment and schools
- cultural adequacy, for example taking into account traditional housing patterns.

This study showed that although the main objective of the Project was provision of housing, it did not mean just providing four walls. It meant providing other essentials. The achievement of this project is critical because it is a warning to those who often focus on providing unserviced stands as provision of shelter. If provision of shelter is to

be meaningful and taken seriously, it must strive to provide all the seven dimensions of adequate housing as the Hobhouse project did.

The project also addressed other human rights like water, health and education although not yet fully accomplished. The findings demonstrated the holistic nature of human rights. As observed by the HRBA approach is capable of demonstrating the indivisibility of human rights. According to Replace Campaign (2012) rights are indivisible and should be taken in a holistic way. No one right is more important than another. For instance, we cannot negotiate with one group to get some rights and let go of other rights. Using RBA for development, we might set priorities to fulfil rights, but it does not mean that we let go of other rights.

4.15 Summary

This chapter has presented the research findings. The main findings of the study show that the Hobhouse housing project to a large extent provided satisfactory housing to the residents of Hobhouse who participated in the project funded by the Mutare-Haarlem partnership. The project managed to satisfactorily address all the seven dimensions of the right to adequate housing that include legal security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability; accessibility; location; and cultural adequacy. In addition, the project managed to address additional components of human rights such as water, health and education provision. Of course, the provision of these services is still from being adequate. The study also found that the

housing project raised the residents' sense of ontological security, autonomy, social capital and self-identity.

CHAPTER 5 SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The main aim of this study was to assess the extent to which the Hobhouse housing project provided adequate housing for the disadvantaged groups in the City of Mutare. The assessment was based on the seven dimensions of adequate housing as delineated by the UN Office of the High Commissioner for Human Rights (2009). The project managed to apply the key principles of HRBA that include participation, accountability, legality, empowerment and non-discrimination. This chapter presents summary of the main findings, and conclusions of the study drawn from the research findings. Overall, the project managed to satisfactorily address all the seven dimensions of adequate housing. Based on the findings of the study, the last part of this chapter presents recommendations for practice and future research.

5.2 Summary of research findings

With respect to the first objective, the study revealed the following results:

5.2.1 Legal security of tenure

With respect to ownership of the houses, the participants unanimously said that they owned their houses. The house owners had agreement of sale documents issued by the Mutare City Council. In addition, the houses were in the name of the participants. Hence, it was evident that the participants owned their houses. In addition, all the participants had paid the total amount required for their stands. Due to their low

incomes, the residents paid for their stands through instalments and they also got assistance through a revolving fund from the City of Haarlem.

5.2.2 Availability of services, materials, facilities and infrastructure

.Overall, the participants' responses showed that a lot was done to provide the required services such as reliable water supply, a functional sewer system, schools and a temporary clinics. Despite the gaps in some of the available facilities, it was clear that the residents were generally satisfied with the facilities provided.

5.2.3 Affordability

To assess the affordability of housing in the study area, the participants were asked whether they could pay the required rates by the city council. All the participants clearly indicated that it was very difficult to pay the required rates owing to lack of reliable incomes for those who were working and little income for those who were involved in informal trade. The hard economic environment was the major challenge cited by the participants. Most of the participants were trying hard to pay the rates but economic hardships were affecting their ability. As a result, most of them were in arrears.

5.2.4 Habitability

In the context of habitability, for a house to be considered adequate, it must provide adequate space, be physically safe, offer protection from cold, damp, rain, heat or other threats to health for all occupants and guarantee the physical safety of occupants. The results indicated that the Hobhouse houses were generally habitable but most of them

were not yet complete. For example, some of the houses were still incomplete with only two rooms completed but not plastered. Some houses were still at window level while others were still at foundation level. Generally, the stage of completion largely depended on the employment status of the residents. For example, the two employed house owners (Participants CI and C3) had completed their houses. However, those who were involved in informal business were struggling to complete their houses. Nevertheless, there were some who were informal traders who had completed their houses.

5.2.5 Accessibility

Accessibility is one of the elements of the right to adequate housing. This implies that everyone including disadvantaged groups should have access to a house. All the participants overwhelmingly stated that the needs of the marginalized were considered in the project. All interviewees stated that the main beneficiaries of the housing project were former residents of Sakubva OTS section. Sakubva is the oldest high density suburb in Mutare and was built by the colonial government to cater for single black workers. In fact, most of the disadvantaged in Mutare live in Sakubva. Even the demographic data of the participants show that the majority of beneficiaries of the housing project were the marginalized.

5.2.6 Location

With regard to adequate housing, the location dimension requires that housing must be within close proximity to economic opportunities and social amenities such as schools, child care centres, health care services and recreational facilities. The results show that the location of the Hobhouse housing project was favorable. The participants thought

that the area had improved considerably in the past 2 years especially in the areas of water supply, provision of schools and a health facility. However, the participants were worried that there were no income earning projects. Additionally, there were no recreational facilities for both adults and children.

5.2.7 Cultural adequacy

The concept of cultural adequacy implies that the way houses are built and the type of material used must enable people to express their cultural identity. In this study, it was clear that the principles of the project with respect to the cultures of the residents were adhered to. For example, the residents were free to design their own houses depending on their resources and preferences. In addition, the beneficiaries were free to design the plans of their houses.

5.3 Interesting emerging themes in the field

While the initial focus of the study was to assess the adequacy of the houses in Hobhouse focusing on the seven dimensions of adequacy of housing, findings of the study showed that the project resulted in some externalities which were beneficial to the residents. Therefore, the interviews were unfolding, the interviewees raised psychological and social benefits of the project. The study found that the project raised the residents' sense of ontological security, autonomy, social capital and self-identity.

5.4 Benefits of project

To further assess the importance of the project to the residents, the participants were asked to indicate the benefits of the project to them. All the participants indicated that the project was very beneficial to the residents as it provided them with shelter. Actually, most residents used to reside in crowded houses in Sakubva but the project offered them the opportunity to own houses. In fact, the project helped the residents to move from homelessness to house ownership. Before the project most of interviewees never dreamt of owning a house in Mutare but the advent of the project made it a dream come true.

5.5 Participants' overall satisfaction with the project

Related to the issue of benefits was the assessment of overall satisfaction with the housing project. This was important to have an overall understanding of the level overall acceptability of the project. This was also important because while some dimensions of adequate housing might have been weak, it was necessary to get the overall impression of the project. The majority of the residents affirmed that they were generally satisfied with the standards of their houses. However, while the participants generalized their responses which was aimed at speaking for others not participating in the study, it was clear that those who appeared more satisfied were those who had completed their houses (e.g. Participant C1, who was an able-bodied man).

5.6 Participation in the planning and implementation of the housing project

One of the main facets of the human rights-based approach is beneficiary participation in a given project. Residents participated in the planning process through workshops and meetings with the City of Mutare and the city of Haarlem. The project also encouraged residents to work together as a community. The residents enthusiastically participated in the project through regular meetings and their involvement started at the planning stage. All the participants indicated that the beneficiaries were highly involved. The committee members were even capacitated by the project through leadership training.

5.7 Challenges facing the project

The third objective of the study was to identify the main challenges the project was facing in its implementation. In this regard, the participants were asked to give what they thought were the main challenges affecting the project. The main challenges identified by the residents were that the stands were too small resulting in crowding for those with big families and offered little space for necessities like a family garden, some houses were still to be completed and that the project now has a mixed bag of residents with some having untoward behavior.

5.8 Conclusions

In the light of the foregoing findings, the study makes the following conclusions:

The Hobhouse project satisfactorily addressed all the seven dimensions of the right to housing that include security of tenure; availability of services, materials, facilities and infrastructure; affordability; habitability, accessibility; location; and cultural adequacy.

- i. Overall, the dimension that was most effectively addressed was the legal security of tenure which can be considered as the most critical for the disadvantaged residents because they now have a place they call home. It can also be safely concluded that the dimension that was least addressed was affordability in the context of payment of rates. This was largely due to the harsh economic environment that resulted in high unemployment and poor business for those who worked in the informal sector. Habitability was also not addressed well especially with respect to those whose houses were partially completed and/ or not connected with the necessary services like toilets and water. Lack of these essential services compromised the living standards of residents.
- ii. With respect to addressing other forms of human rights, it can be concluded that the Hobhouse project satisfactorily addressed the rights to water, education and health. In this respect, the project resulted in a reliable supply of water, provision of education and health facilities. However, with respect to education and health facilities, these were still in their infancy as most residents travelled to nearby suburbs to access better facilities.

- iii. The housing project ushered in several benefits such as ownership of houses in an urban set up. In fact, all of them had moved from being rent payers to being house owners. Hence, overall, the majority of the residents were generally satisfied with their housing.
- iv. The Hobhouse housing project effectively implemented the human rights-based approach in its programming. The study showed clear evidence of active participation and empowerment of the beneficiaries as well as non-discrimination in the selection of beneficiaries since the marginalized such as women headed households, people living with disability and the self-employed were chosen as beneficiaries of the project. However, one can also conclude that while the human rights-based approach was predominate, there is also evidence of the charity and needs approach. The City of Haarlem came in as charity while the needs approach came in as the houses were meant for the needy. Hence, while the focus of the three approaches is different, there is evidence of convergence in this study.
- v. The study also concludes that the project also resulted in some unexpected benefits or externalities such as increase in the beneficiaries' ontological security, social capital and sense of safety. These extra benefits can partly be explained by the virtuous cycle or the Mathew effect of development based on the scriptures (i.e. Mathew 13 verse 12).

5.9 Implications for practice

- i. The results of this study showed that when beneficiaries in a project are involved in the planning and implementation of the project, they are highly motivated. This finding therefore implies that any project should ensure active involvement of project beneficiaries instead of making them passive recipients of development assistance. This will also reduce costs and then spread the benefits to others in need.
- ii. One of key strengths of the Hobhouse housing project was the involvement of several stakeholders that included the residents, City of Haarlem and the Mutare City Council. This multi-stakeholder approach in the project could have contributed to its success especially the transparency which was involved. This therefore implies that one strategy to ensure accountability and transparency in public projects is to involve all stakeholders through their representatives.
- iii. The results showed that the project resulted in positive externalities or benefits that were not initially planned for, e.g. increase in social capital. One possible contributing factor could have been capacity building and the participatory approach used. These two strategies greatly empowered the beneficiaries. It therefore implies that capacity building and participatory approach in project

planning and implementation are effective strategies that can bring about desired results as well as other positive externalities. These two strategies should therefore be embedded in all public projects.

- iv. The project addressed several human rights aspects such as provision of water and education apart from the right to housing. It is therefore important the concept of the human rights-based approach should be corner stone of every development project.

5.10 Suggestions for further research

- i. Future research should use the quantitative approach to examine whether the similar results will be attained. This should also involve using a bigger sample and statistical analysis.
- ii. Future research should also use the human rights-based approach in other project in the Zimbabwean context

5.11 Recommendations

Mutare City Council

- i. The project should find ways of completing the houses not yet complete. While the houses belong to individuals, a collective effort should be found to complete the houses so that the adequate housing as human right could be achieved in the Hobhouse suburb. This will also enhance the image of the suburb for the benefit

of the residents. Good completed houses are critical for the psychological health of the residents.

- ii. An effort should be made to ensure that income generating projects are put in place like setting up small scale home industries like the Green Market in Sakubva. This will go a long way in alleviating unemployment as well as broadening livelihoods of the unemployed who are the majority in the study area.
- iii. The strategies to improve the project which were suggested by the interviewees should be considered for implementation. These suggestions include.
 - Providing offices for services e.g. for paying rates and electricity
 - Noise control mechanisms should be put in place since the houses are too close
 - Establishing income generating projects such as the Green Market in Sakubva
 - Building a big hall for meetings and to provide other services. This is common in most major suburban centres.
 - Providing additional revolving fund to assist those who have not yet completed their houses.
 - Providing loans to those who have not completed the houses
 - Re-launching housing assistance scheme so that incomplete houses can be completed.

- iv. Given the numerous direct benefits and externalities associated with the housing project, the study recommends implementing a similar project in other parts of the City of Mutare and other parts of the country. Human rights-based approach should be embedded in the recommended projects.
- v. The concept of human rights-based approach should be promoted in other projects in areas such as health and education. This will help ensure that development projects focus on specific issues that address people's needs and rights.

City of Haarlem

The City of Haarlem being the major sponsor of the project should consider launching similar projects in other suburbs in Mutare given that the Hobhouse Project has been very successful.

Beneficiaries

Beneficiaries should continue to work together as team so that they can complete their houses and put in place all the required facilities such as electricity.

Project staff

The project staff should follow up on all the recommendations so that they are considered for implementation.

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Appendix 1 In-depth interview guide for house beneficiaries

INTRODUCTION

My name is Gift Kingston Sanyanga and I am a student at Africa University pursuing a Master's degree in Human Rights. I am conducting dissertation research entitled "Assessing the success of the Hobhouse housing project in addressing the right to adequate housing in Mutare". Thus in this interview we will discuss how the Hobhouse housing project has been effective in providing adequate housing to the residents in the area. My discussion with you will take one hour and the information you give me will be confidential and will only be used for the purpose of this research. I will ask you a number of questions and you are free to give your views.

A. BACKGROUND INFORMATION

- Name – optional
- Age
- Education attained
- Sex
- Marital status and number of children
- Number in the household
- Employment status

B. GENERAL QUESTIONS RELATE THE PROJECT.

1. When did you join the project and how did you join?
2. How were you selected to join?
3. Did you receive any assistance? If yes, what form of assistance did you get?
4. What did you contribute to the project?
5. Has the Mutare city council played any role in the project? If yes, please explain.
6. Who are the major players in the project and what is their role?

7. Are you satisfied with the project? Please explain.

C. QUESTIONS SPECIFIC TO THE ADEQUACY OF HOUSING

1. .To what extent did you participate in the project?
2. Do you own the houses and what are conditions that govern the ownership?
3. Can you afford to pay the required rent and rates? Yes/No. Please explain.
4. Are the houses habitable with all the necessary facilities? Yes/No. Explain.
5. Do you think that the needs of the marginalized and disadvantaged groups were considered in the provision of the houses?
6. Are the houses located in a generally acceptable area with adequate facilities such as schools and clinics?
7. Are the standards of the houses generally acceptable by the owners?
8. Did you participate in the planning of the project with respect to goals, objectives and activities of the project?
9. Are you involved in the implementation, monitoring and evaluation of the project?
10. Do the residents in the area have access to basic necessities such as water, clinics, schools and transport?

D. BENEFITS, STRENGTHS AND CHALLENGES OF THE PROJECT

1. Has the project benefited you? Yes/No. Explain
2. What are the major strengths and/or weaknesses of the project?
3. Is the project facing any challenges? Yes/No. Explain

E. STRATEGIES TO IMPROVE THE PROJECT

1. What could be done to improve the Hobhouse housing project?

Thank you very much for your participation.

Appendix 2 In-depth interview guide for committee members

INTRODUCTION

My name is Gift Kingston Sanyanga and I am a student at Africa University pursuing a Master's degree in Human Rights. I am conducting dissertation research entitled "Assessing the success of the Hobhouse housing project in addressing the right to adequate housing in Mutare". Thus in this interview we will discuss how the Hobhouse housing project has been effective in providing adequate housing to the residents in the area. My discussion with you will take one hour and the information you give me will be confidential and will only be used for the purpose of this research. I will ask you a number of questions and you are free to give your views.

A. BACKGROUND INFORMATION

- Name – optional
- Position in the committee
- Age
- Education attained
- Sex
- Marital status and number of children
- Number in the household
- Employment status

B. GENERAL QUESTIONS RELATED THE PROJECT.

1. Are you a beneficiary of the project? If yes proceed with the questions below. If not go to Section C.
2. When did you join the project and how did you join?
3. How were you selected to join?
4. Did you receive any assistance? If yes, what form of assistance did you get?
5. What did you contribute to the project?
6. Has the Mutare city council played any role in the project? If yes, please explain.
7. Who are the major players in the project and what is their role?
8. Are you satisfied with the project? Please explain.

C. QUESTIONS SPECIFIC TO THE ADEQUACY OF HOUSING

1. .To what extent did you participate in the project?

2. Do you own the houses and what are conditions that govern the ownership?
3. Can you afford to pay the required rent and rates? Yes/No. Please explain.
4. Are the houses habitable with all the necessary facilities? Yes/No. Explain.
5. Do you think that the needs of the marginalized and disadvantaged groups were considered in the provision of the houses?
6. Are the houses located in a generally acceptable area with adequate facilities such as schools and clinics?
7. Are the standards of the houses generally acceptable by the owners?
8. Did you participate in the planning of the project with respect to goals, objectives and activities of the project?
9. To what extent did you participate in the implementation, monitoring and evaluation of the project?
10. Do the residents in the area have access to basic necessities such as water, clinics, schools and transport?

D. BENEFITS, STRENGTHS AND CHALLENGES OF THE PROJECT

1. Has the projects benefited you or the residents? Yes/No. Explain
2. What are the major strengths and/or weaknesses of the project?
4. Is the project facing any challenges? Yes/No. Explain

E. ROLE OF THE PROJECT COMMITTEE

1. What is your specific role as a committee in the project?
2. To what extent are your ideas considered in the decision making process of the project?

F. STRATEGIES TO IMPROVE THE PROJECT

What could be done to improve the Hobhouse housing project?

Thank you very much for your participation.

Appendix 3 Guide for focus group discussion

A. QUESTIONS SPECIFIC TO THE ADEQUACY OF HOUSING

1. .To what extent did you participate in the project?
2. Do you own the houses and what are conditions that govern the ownership?
3. Can you afford to pay the required rent and rates? Yes/No. Please explain.
4. Are the houses habitable with all the necessary facilities? Yes/No. Explain.
5. Do you think that the needs of the marginalized and disadvantaged groups were considered in the provision of the houses?
6. Are the houses located in a generally acceptable area with adequate facilities such as schools and clinics?
7. Are the standards of the houses generally acceptable by the owners?
8. Did you participate in the planning of the project with respect to goals, objectives and activities of the project?
9. To what extent did you participate in the implementation, monitoring and evaluation of the project?
10. Do the residents in the area have access to basic necessities such as water, clinics, schools and transport?

B. BENEFITS, STRENGTHS AND CHALLENGES OF THE PROJECT

1. Has the projects benefited you or the residents? Yes/No. Explain
2. What are the major strengths and/or weaknesses of the project?
3. Is the project facing any challenges? Yes/No. Explain

C. STRATEGIES TO IMPROVE THE PROJECT

What could be done to improve the Hobhouse housing project?

Thank you very much for your participation.

Appendix 4 Informed consent guide

My name is Gift Kingston Sanyanga a final year student (Master of Human Rights Peace and Development) at Africa University. I am carrying out a study on assessing the success of the Hobhouse housing project in addressing the right to adequate housing in Mutare. I am therefore kindly asking you to participate in this study by answering a few questions.

Purpose of the study

The purpose of the study is to assess the effectiveness or success of the Hobhouse housing project with respect to the provision of adequate housing as a basic human right to the less privileged.

Procedure and duration

If you decide to participate in this study, an hour of time will be required in participating in the interviews and at most two hours in the focus group discussions of 11 people that will be conducted for the purposes of gathering data for the study.

Risks and discomforts

The only foreseeable risks to participate in this study is the inconvenience caused by the time to be set apart for this study and any possible discomforts that you may possibly account in participating. Otherwise as a participant you are free to state and express your fears.

Benefits and / or compensation

Although there are no monetary benefits or compensation for participating in the research, the findings of this would be informative to several stakeholders about their

right to housing vis-à-vis the duty of government to take measures to realize this basic human right. The successes of the Hobhouse project could be used as a best practice.

Confidentiality

Any information that is obtained in connection with this study will remain highly classified, and any such information identified with you will remain confidential and will be disclosed only with permission from you. For confidentiality your name or any form of your identification will not be asked for in the questionnaires.

Voluntary Participation

Participation in this study is completely voluntary. If you decide not to participate there will be no negative consequences attached to you. Your decision will not negatively affect yourself or affect your relationships with anyone. Please be aware that if you decide to participate, you may stop participation at any time and you may decide not to answer any specific question(s) that you may not be comfortable with if you so wish.

Research Results Feedback

Please be aware that as a participant in this study it is your right to know the results of this study. The research will consolidate all the information gathered and feedback will be given to you as soon as possible.

Offer to answer questions

Before you sign this form, please ask any questions on any aspect of this study that is unclear to you. You may take as much time as necessary to think it over.

Authorization

By signing this form I am attesting that I have read and understood the information above and I freely give my consent to participate.

Print name of participant

Signature of participantDate.....

Print Name of Witness

Signature of WitnessDate.....

If you have any questions concerning this study or consent form, beyond those answered by the researcher, including questions about the research, your rights as a research participant, or if you feel that you have been treated unfairly and would like to talk to someone other than the researcher, please feel free to contact the Africa University Ethics Committee on Telephone (020) 60075 or 60026 Ext 1156 Email aurec@africau.ed

"I have discussed this research study with the participant using language which is understandable and appropriate. I have fully informed this participant of the nature of the study and its possible risks and benefits. I believe the participant understood this explanation and assented to participate in this study."

Name of researcher

Signature of researcher Date.....

Appendix 5 Research Permit from Africa University



COLLEGE OF BUSINESS, PEACE, LEADERSHIP & GOVERNANCE

A UNITED METHODIST-RELATED INSTITUTION

P.O. BOX 1320, MUTARE, ZIMBABWE • TEL: (263-20) 60075/60026/61611/61618 • FAX: (263-20) 61785/63284 • EMAIL: cbplgdean@africau.edu; cbplgsec@africau.edu; cbplgadmin@africau.edu

17 February 2017

TO WHOM IT MAY CONCERN

Re: Permission to Undertake Research for Dissertation: January 2017 – May 2017

Gift Sanyanga student registration number **141245** is a student at Africa University. He is enrolled in a graduate programme in **Master of Human Rights Peace and Development** and is currently conducting research for his dissertation, which is required for completion of the programme in June 2017. The research topic is **"titled"ASSESSING THE SUCCESS OF THE HOBHOUSE HOUSING PROJECT IN ADDRESSING THE RIGHT TO ADEQUATE HOUSING IN MUTARE."**

Gift is expected to undertake this research during the month of January 2017 to March 2017 before the dissertation can be submitted to the Institute in April 2017. The student will share with you the results of this research after its approval by the Institute.

We thank you for your support and cooperation regarding this research.

Yours sincerely

Masese T
Assistant Dean CBPLG

Appendix 6 Research Permit from the Mutare City Council



Housing Foundation Trust
Theatre
Corner Queensway



P. O. Box 324, Mutare
Tel; 020-67328/65430
E-Mail: info@haarlem-mutare.nl

23 February 2017

The Assistant Dean
College of Business, Peace, Leadership and Governance
Africa University
P.O. Box 1320
Mutare

REF: Permission to Undertake Research for Dissertation by Gift Sanyanga.

This letter serves to confirm that your student, Gift Sanyanga who is undertaking a graduate program in Master of Human Rights, Peace and Development has been granted the permission to carry out his research entitled "ASSESSING THE SUCCESS OF THE HOBHOUSE HOUSING PROJECT IN ADDRESSING THE RIGHT TO ADEQUATE HOUSING IN MUTARE" within the sated period of time. Our staff is at hand to offer whatever form of assistance he may need. We also look forward to receiving the results of the research.

Thank you.

Yours faithfully

pp



Mr. S. Mapurisa
Haarlem Mutare City Link – Board Chairperson.

Plate 1 View of an incompleted house in Hobhouse in Mutare

