

AQUICKGUIDETODEALINGWITHCOMMON INFORMALSETTLEMENTPROBLEMS

The tables in the following five pages provide an easy reference to how this handbook can help solve some common problems. They are not a shortcut to reading the Handbook, however! They deal with the following issues:

- 1) AN INFORMAL SETTLEMENT HAS EXISTED ON PUBLICLY-OWNED LAND FOR SOME TIME, AND YOU ARE NOT SURE WHAT TO DO ABOUT IT
- 2) AN INFORMAL SETTLEMENT KEEPS ON GROWING, AND YOU WANT TO BE ABLE TO CONTAIN IT
- 3) THERE ARE A NUMBER OF SMALL INFORMAL SETTLEMENTS SCATTERED ABOUT YOUR AREA, AND YOU ARE NOT SURE WHAT TO DO ABOUT THEM
- 4) YOU ARE EXPECTING AN INFLUX OF HOMELESS PEOPLE (e.g. DISPLACED FROM FARMS) AND YOU ARE NOT SURE WHAT TO DO ABOUT IT
- 5) YOU ARE UNDER PRESSURE (e.g. FROM NEIGHBOURING RESIDENTS) TO SOMEHOW GET RID OF AN INFORMAL SETTLEMENT AND YOU ARE NOT SURE HOW TO RESPOND
- 6) THERE IS A DESIRE TO UPGRADE AN INFORMAL SETTLEMENT, BUT YOU ARE NOT SURE HOW TO START
- 7) YOU DO NOT HAVE THE RESOURCES TO DEAL WITH ALL YOUR INFORMAL SETTLEMENT PROBLEMS, AND ARE NOT SURE HOW TO PRIORITISE ACTIONS
- 8) YOU HAVE AN INFORMAL SETTLEMENT IN AN UNACCEPTABLE LOCATION, AND ARE NOT SURE HOW TO GO ABOUT RELOCATING IT
- 9) YOU WOULD LIKE TO EMPOWER THE COMMUNITY OF AN INFORMAL SETTLEMENT SO THAT THEY CAN ADDRESS SOCIO-ECONOMIC NEEDS, BUT YOU ARE NOT SURE WHAT STEPS TO TAKE
- 10) YOU DISCOVER THAT SHACKS ARE BEING ERECTED ON YOUR LAND, BUT THEY HAVENOT YET BEEN OCCUPIED
- 11) YOU DISCOVER THAT SHACKS HAVE BEEN ERECTED ON YOUR LAND, AND THAT THEY ARE OCCUPIED
- 12) YOU DISCOVER THAT SHACKS ARE BEING ERECTED ON LAND THAT IS NOT OWNED BY THE LOCAL AUTHORITY, BUT WHICH IS WITHIN ITS AREA OF JURISDICTION

A QUICK GUIDE TO DEALING WITH COMMON INFORMAL SETTLEMENT PROBLEMS

1. AN INFORMAL SETTLEMENT HAS EXISTED ON PUBLICLY-OWNED LAND FOR SOMETIME, AND YOU ARE NOT SURE WHAT TO DO ABOUT IT

ACTION	HANDBOOK REFERENCE
Meet with the community leadership and create an advisory committee to investigate what to do .	Chapter 3
Agree on goals and guiding principles.	Chapter 2
Undertake a preliminary survey of the settlement .	4.3
Investigate as many aspects of the settlement and its community as possible.	Remainder of Chapter 4
Analyse the results.	Chapter 5
Define options for action.	6.2
Agree priorities.	6.3
Choose strategies.	6.4

Schedule strategies and arrange resources.	6.5
Implement strategies.	Chapters 7, 9-12

2. AN INFORMAL SETTLEMENT KEEPS GROWING, AND YOU WANT TO BE ABLE TO CONTAIN IT

ACTION	HANDBOOK REFERENCE
Take steps to learn why it keeps growing.	1.11.2 4.17.1
Meet with the community leadership to discuss issues related to the settlement and its future.	Chapter 3 7.4.1
Reach agreement on the need for a preliminary survey and implement it.	4.3
If agreed by all parties, use the results to control densities and to enable improvements to be made.	7.1.2.8
Monitor and control growth in partnership with the community.	7.4.1

3. THERE ARE A NUMBER OF SMALL INFORMAL SETTLEMENTS SCATTERED ABOUT YOUR AREA, AND YOU ARE NOT SURE WHAT TO DO ABOUT THEM

AREA	HANDBOOK REFERENCE
Establish what information is already known about each area and its community.	4.1 4.2 7.1
Establish within the local authority a preliminary perspective on options and preferences for action.	6.2 6.3
Meet separately with the leadership of each community to get their perspective on their informal settlement, and their	3.1

agreement on conducting a preliminary survey.	3.2
Conduct a preliminary survey of each settlement and discuss the findings separately with each leadership group.	4.3
Identify broad strategic options.	6.2
Meet with leadership of all informal settlements together, share the available information, and discuss possible options and priorities.	Chapter 3
Establish a project committee with representatives of all communities.	Chapter 3
Undertake more detailed socio-economic and physical research.	Remainder of Chapter 4
Analyse the results.	Chapter 5
Continue as for Table No. 1 above.	6.2>

4. YOU ARE EXPECTING AN INFLUX OF HOMELESS PEOPLE (e.g. DISPLACED FROM FARMS) AND YOU ARE NOT SURE WHAT TO DO ABOUT IT

ACTION	HANDBOOK REFERENCE
Obtain an assessment of the need for housing and when it will occur.	4.1 12.112.2

Decidehowmuchlandwillberequired.	10.2.3.3
Identifysuitablelandintermsofappropriatecriteria.	12.3.1
Decidewhatkindofinfrastructureprovisionshouldbemade.	Chapter9
ObtainCouncilagreementtoacquire/releaselandandinstallinfrastructure;obtainfinance.	7.2 10.10
Endeavourtoatleastleveltheland,pegsitesandprovidebasicinfrastructurebeforepeoplearrive.	10.3
Directthehomelesstothenewsitelandpreventoccupationofanyotherland.	7.5 1.5.2

5. YOUAREUNDERPRESSURE(e.g.FROMNEIGHBOURINGRESIDENTS)TOSOMEHOWGETRIDOFANINFORMALSETTLEMENTANDYOUARENOTSUREHOWTORESPOND

ACTION	HANDBOOK REFERENCE
Meetwithrepresentativesofbothareasseparatelytodiscusstheissues.	3.13.2 7.4
Prepareananalysisofthewholetown/area,includingproblemsandprojections.	4.1 7.1 12.1
Inviterepresentativesofbothareastoaworkshoptoconsiderthewholearea-andthefutureoftheinformal	

settlement in particular.	
Propose the creation of a joint committee to research further and to identify options.	3.3-3.5
Agree on goals and guiding principles. Undertake appropriate research	Chapter 4
Analyse the results.	Chapter 5
Continue as for Table No. 1 above.	6.2>

6. THERE IS A DESIRE TO UPGRADE AN INFORMAL SETTLEMENT, BUT YOU ARE NOT SURE HOW TO START

ACTION	HANDBOOK REFERENCE
Meet with community leadership to discuss development possibilities, and create a Project Committee.	Chapter 3
Agree on goals and guiding principles.	Chapter 2
Agree on a process of participative research and planning and put that into action.	Chapter 4 10.2
Formulate an upgrading strategy and present it to the community, Council and Housing Board for approval.	Chapters 9 & 10
Implement	Chapter 10

7. YOU DO NOT HAVE THE RESOURCES TO DEAL WITH ALL YOUR INFORMAL SETTLEMENT PROBLEMS, AND ARE NOT SURE HOW TO PRIORITISE ACTIONS

ACTION	REFERENCE
Involve other stakeholders-convene a meeting that includes representatives of informal settlement leadership.	Chapter 3
Agree on a process to identify and analyse the issues from a number of perspectives-and implement that.	Chapters 4&5
Agree on goals and guiding principles. Record constraints.	Chapter 2
Define options, agree priorities, choose strategies and arrange resources.	Chapter 6
Make recommendations to the Council and stakeholder groups.	
Implement on the basis of approvals.	

8. YOU HAVE AN INFORMAL SETTLEMENT IN AN UNACCEPTABLE LOCATION, AND ARE NOT SURE HOW TO GO ABOUT RELOCATING IT

ACTION	HANDBOOK REFERENCE
Invite the leadership of the informal settlement to nominate representatives to an Advisory Committee that will consider the future of the settlement.	Chapter 3
Agree on goals and guiding principles.	Chapter 2
The Advisory Committee then commissions an analysis of the suitability of the settlement.	7.1
Report conclusion to Advisory Committee and Council.	7.2
If it is agreed that the settlement is unsuitable, follow the process in 4. above to identify suitable land and establish an alternative settlement.	

9. YOU WOULD LIKE TO EMPOWER THE COMMUNITY OF AN INFORMAL SETTLEMENT SO THAT THEY CAN ADDRESS SOCIO-ECONOMIC NEEDS, BUT YOU ARE NOT SURE WHAT STEPS TO TAKE

ACTION	HANDBOOK REF.
Create a committee with informal settlement leadership to explore & address the community's socio-economic needs.	Chapter 3

Implement an agreed process to research & prioritise needs.	4.4
Identify opportunities that could meet the needs.	Chapter 11
Agree on options & strategies, then implement.	Chapters 5 & 6

10. YOU DISCOVER THAT SHACKS ARE BEING ERECTED ON YOUR LAND, BUT THEY HAVE NOT YET BEEN OCCUPIED

ACTION	HANDBOOK REF.
Inform those that are erecting shacks that their actions are unauthorized, ask them to immediately vacate the site with their material, and inform them of the steps that will be taken if they do not. Use a loud-hailer if necessary.	Chapter 8
Immediately remove structures that are partially complete or that are complete but not yet occupied.	Chapter 8
Seek an urgent court interdict against anyone involved in the process of erecting structures. Anyone in contempt of the order will be arrested.	Chapter 8
Secure the property against invasion with fences, patrols and warning signs.	Chapter 8

11. YOU DISCOVER THAT SHACKS HAVE BEEN ERECTED ON YOUR LAND, AND THAT THEY ARE OCCUPIED

ACTION	HANDBOOK REF.
Inform the squatters that their occupation is unauthorized.	

Request the squatters to leave the property, with their building material. However, you may not force them to leave.	Chapter 8
If they refuse, ask your lawyer what action to take.	Chapter 8
Obtain the squatters' names, ID numbers, and as much detail as possible of their personal circumstances and the history of their occupation of the site.	Chapter 8
If there will be undue hardship to the landowner or imminent danger of injury to persons or damage to property - apply for an urgent interdict for the removal of the squatters.	Chapter 8
Otherwise, give the squatters 14 days notice of your intention to apply to the court for an eviction notice.	Chapter 8
When a court order is issued, ensure that the sheriff is enabled to successfully evict the squatters and remove their material to a location some distance away.	Chapter 8
Secure the property with fences, patrols and warning signs.	Chapter 8

12. YOU DISCOVER THAT SHACKS ARE BEING ERECTED ON LAND THAT IS NOT OWNED BY THE LOCAL AUTHORITY, BUT WHICH IS WITHIN ITS AREA OF JURISDICTION

ACTION	HANDBOOK REF.
Trace the owner of the land.	
Agree that the owner will take action or that the owner authorises the local authority to take action on his behalf.	
Then follow 10 or 11 above, depending on the circumstances.	Chapter 8

