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# Allocation process on the delivery of RDP houses: a case study at the City of Johannesburg Municipality

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**ABSTRACT**

The increasing housing backlog in Gauteng has resulted in many challenges, amongst them a need in ensuring that there is a fair and transparent allocation of housing opportunities to communities. The City of Johannesburg is an accredited municipality and administers the housing process within its jurisdiction. The purpose for the accreditation of municipalities was to deal with the backlog and improve on housing delivery.

The research examines the allocation process of Reconstruction and Development Programme (RDP) houses at the City of Johannesburg municipality. The study looked at the South African housing history, policies, and factors affecting the process with a view to highlight methods to improve the process. The qualitative approach to research was adopted in collecting data.

Using the techniques of process mapping, data was collected through qualitative interviews and semi-structured questionnaires with key personnel at the municipality to develop a process map of the municipality's allocation process. Through this process related issues contributing to backlogs and delays, and problems in the administration of the process were identified. Adopting a business process improvement tool could assist in improving the process and addressing the backlog issue.

Keywords: Allocations, RDP houses, Processes, Backlogs and Business Process Improvement.