BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF SOCIAL SCIENCES AND HUMANITIES



Assessment of residential stands allocation procedures in local authorities. in Zimbabwe. Case study of Bindura Municipality.

By

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A Dissertation Submitted to the Department of Peace and Governance in partial fulfillment for the requirements for the Bachelor of Science Honors Degree in Peace and Governance

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Abstract

This study focused on the allocation of stands by the local authorities, challenges experienced and policies that guide local authorities as well. This is because people face numerous problems in as much accessibility of land is concerned. Land use for stands has become a serious issue of concern among local residents in Bindura . This has created more challenges that make it difficult to survive . The objectives of the study were to explore the challenges faced by local authorities, to elaborate on the policies that guide local authorities and to evaluate solutions related to allocation of stands by the local authorities. This explains that allocation of stands is a more of a social , political problem and has affected people across all sectors of life. The Actor network theory was utilized as the theoretical framework for the study. This is because it focuses on action related to land allocation within local communities. The study adopted qualitative research approach and interpretivism as the research philosophy. This is because qualitative research offers a descriptive way of collecting information from the participants. Interpretivism allows for social interaction between the participants and the researcher . Sample size , target population were considered in the study. Also , purposive sampling and snowball were utilized in this study as a way of collecting descriptive data during the research process. Semi-structured and key informant interviews were used as data collection tools for the study. Interview guides were considered as well in order to support data collection tools. In this study , confidentiality, informed consent , voluntary participation was utilized as the ethical considerations for the study. This was done to guide the researcher during the process of data collection.

Declaration Form

I, B220676B declare that this research report herein is my own work and has not been copied or lifted from any source without the acknowledgement of the source.

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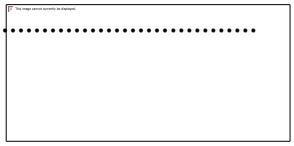
Signature .....

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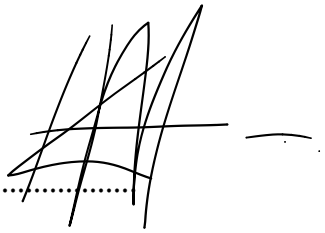
Signature.....

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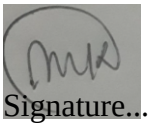
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Dedication

I dedicate this work to my Parents who supported me during my academic journey and my brothers and sisters who provided their guidance for the success of the research project

Acknowlegements

I would like to thank God for allowing me to grow in the field of Peace and Governance I had the opportunity to learn about governance issues and gained knowledge towards my research project.It is only through The Almighty Lord that I have come this far in academic journey. For this project to be a success, a number of people were involved. The researcher wishes to extend sincere thanks and gratitude for the support and involvement of all who participated directly or indirectly. I wish to extend my sincere thanks and gratitude to my supervisor. He guided me all the way and sacrificed a lot of time and effort to ensure that this project was a success.

List of Abbreviations and Acronyms

ANT	Actor Network Theory
BNG	Breaking New Ground
COZ	Constitution of Zimbabwe
FLPMA	Federal Land Policy and Management Act
HSDG	Housing Settlements Development Grant
LAP	Land Administration Project
LIHTC	Low-Income Housing Tax Credit
NHC	National Housing Code
SPLUMA	Spatial Planning and Land Use Management Act
TIZ	Transparency International Zimbabwe
ZACC	Zimbabwe Anti-Corruption Commission
ZNHSP	Zimbabwe National Human Settlements Policy
ZNGSA	Zimbabwe National Geo-spatial and Space Agency

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CHAPTER ONE

1.0 INTRODUCTION

1.1 Background of the study

The allocation of residential stands internationally is a difficult procedure that need fairness, transparency and inclusion. According to the United Nations Human Settlement Program explained that when there are proper procedures being followed there will be less corruption cases. The local authority must follow the proper guidelines. These guidelines are as follows: advertising available stands. Advertising stands can make everyone know about the available stands. The second stage is whereby people have to fill the application form so they could register. This stage is done by those who are interested in buying the stand. When so many people have applied for the stands the council will then have to use ballot papers to choose the applicants randomly(Payne,2001). Sometimes they can either choose vulnerable groups such as people living with disabilities. However local authorities still face challenges such as corruption and double allocation due to poor record keeping(Kamete,2013).

The allocation of residential stand in southern Africa is important factor of urban development. However, there are some challenges that they face such as unavailability of land, corruption and lack of transparency and accountability. In Zimbabwe their allocation procedures have faced complaints for its lack of transparency and their corruption level was very high which led to conflicts over land(The Herald ,2020). These challenges highlighted the need for much better land management system to make sure that land is given out fairly.

The allocation of residential stands by local authorities is an important aspect of urban development. Due to rapid urbanization which puts too much pressure on land and.

infrastructure and public services. There are certain procedures which should be followed such as advertising available stands and filling the waiting list form However the process often faces challenges such as corruption, poor record keeping , lack of transparency and institutional inefficiency- leading to unfair distribution of land which will be a disadvantage to vulnerable groups UN. Habitant,2014). In Zimbabwe they have been recorded cases of people engaging in illegal land distribution. Most of the stands are being sold without proper plan and not following the environmental rules (Transparency international Zimbabwe,2020). In Kenya most of the people are staying in informal lands, this is because of poor land governance. The elites are the ones who are benefiting instead of being fair for everyone Nabutola,2004). However, many local authorities in urban land do not have the technology and data systems to manage urban land.

In Zimbabwe there are certain procedures which are taken to ensure transparency in the allocation of residential stands. They open their waiting list book when they have available serviced Stand and then they allocate to people on waiting list according to numbering They send the allocation letter to the applicant and then the applicant have to pay deposit after paying the deposit then the applicant have to sign the agreement of sale and then the applicant will be given permit to develop the land by the planning department. When the process is done one will be given the title deeds. However, this process often faces challenges such as corruption lack of infrastructure and lack of transparency. For example in Harare satellite towns such as Chitungwiza: and Epworth they have been cases of corruption however to promote equitable housing hey is need for assessing the allocation procedures and identify areas which need to be improved and to adopt good practices which focus on transparency, accountability land public participation (UN_Habitant,2018).

1.2 Purpose of the study

To examine the existing policies and procedures in the residential stand allocation in Zimbabwe.

1.3 Statement of the Problem

The allocation of residential stands in Zimbabwe is meant to solve housing shortages fairly but however the system is facing challenges such as corruption and mismanagement. For example, in Bindura Municipality, officials are ignoring procedures which resulted in fraud and politically influenced allocation and unlawful distribution of land on wetlands violating the environmental planning regulations (Kadziya and Chikosha,2013). Ultimately the failure of stand allocation procedures is undermining good urban governance, fueling public mistrust in local government institutions, and blocking the constitutional right of citizens to secure adequate housing The auditor general's report for 2024 exposed serious financial mismanagement in local authorities including failure to collect revenue from council properties and billboards.

1.4 Research Objectives

I. To examine the existing policies and procedures guiding residential stands allocation in local authorities in Zimbabwe

II. To assess the level of transparency and accountability in the allocation process.

III. To identify challenges and limitations faced by local authorities in allocating residential stands.

IV To propose recommendations for improving the allocation process.

1.5 Research Questions

I. What are the existing policies and procedures guiding residential stands allocation in local authorities in Zimbabwe?

II. To what extent are transparency and accountability practiced in the residential stand's allocation process in local authorities in Zimbabwe.

III. What are the major challenges and limitations faced by local authorities in Zimbabwe in allocating residential stands?

IV. What recommendations can be made to improve the residential stands allocation process in local authorities in Zimbabwe.

1.6 Assumptions of the study

I. The study assumes that respondents will provide honest and accurate information about their experiences with residential stand allocation procedures.

II. The study assumes that the sample selected is representative of the population of interest, allowing for generalizable findings.

1.7 Significance of the Study

The following people will benefit from the study:

The assessment of residential stands allocation procedures in Bindura Municipality will be significant to policy makers. It will provide evidence-based recommendations to improve

transparency and fairness in residential land allocation. By informing policy reforms the study's findings will help reduce corruption and enhance urban planning. This will lead to better governance and delivery of housing services. The study will also have a positive impact on the community as it will promote fair allocation of residential land ensuring that those who need it most have access to secure adequate housing. For students this will enhance their understanding of complex social issues and contribute to their academic and professional growth. The study will provide local authorities with insights into how to improve governance and management of residential land allocation. The findings will inform decision making process enabling local authorities to make more informed and effective decision about land allocation

1.8 Delimitation of the study

This study is delimited to examining the residential stand allocation procedures in local authorities in Zimbabwe focusing on policies, transparency, and accountability in the allocation process. The study focuses on residential stand allocation procedures in local authorities specifically Bindura Municipality. This means that the study will not cover national level land allocation policies or procedures. The study is limited to examining the policies, transparency and accountability in the residential stand allocation process. Other aspects of land allocation such as economic or social impacts are not within the research.

1.9 Limitations of the study

Participants may provide incomplete information. They can either do it intentionally or intentionally which could affect the validity of the findings. To mitigate this problem the researcher will collect data from multiple sources just to verify the information. Changes in the governance policies during the research period may make some of the findings outdated. To

mitigate this problem the researcher will monitor any changes in government policies and regulations and also to document these changes and their potential impact on the study. The study's reliance on qualitative data collection method may lead to people giving their personal opinions, biases or interpretations that can influence the outcome of the results of the study. To minimize this problem the researcher will collect inputs from multiple individuals with different backgrounds and experiences. The study focuses on Bindura Municipality, the findings might not be directly applicable to other local authorities in Zimbabwe. However, the research on residential stand allocation in Bindura Municipality is worthwhile because it enhances community development by understanding the challenges and opportunities in residential stand allocation. The research can also contribute to improved community development and wellbeing.

1.10 Definition of key terms

Land Governance: Refers to the rules, processes, and institutions that regulate land use and ownership (UN-Habitat 2012).

According to Zhou & Chiluka (2013), local authority refers to an executive and secretarial local government body responsible for providing public service in area where they have autonomy such as metropolises, municipalities, and towns.

According to World Bank (2018), Accountability is the responsibility of officials and institutions to answer for their actions and decisions regarding land allocation.

Land Administration is the process of managing land use, ownership and development through the application of policies, laws and regulations

1.11 Dissertation Outline

Chapter one introduces the research topic and gives background of the study. This chapter also introduced the research problem, research questions, aims, significance of the study and the structure of the research. Chapter two shows literature review and theoretical framework. This chapter reviews literature on the overview of the importance of effective allocation procedures in local authorities. Chapter three shows the research methodology. This chapter discusses the research paradigms, research designs and the research methods used in the study. Chapter four Results will look at data presentation, analysis and discussion of findings in relation to the research questions, discusses their theoretical and practical meaning. Chapter five presents and discusses the research findings, conclusion and recommendations based on the findings of the study.

CHAPTER TWO

2.0 LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

This chapter lays the groundwork for the study by examining existing literature on land allocation through the lens of Actor-Network Theory (ANT). ANT provides a framework for understanding the complex interactions and relationships between various actors and networks involved in land allocation. By reviewing and analyzing previous studies on land allocation this chapter identifies the key actors, networks and power dynamics that shape land allocation outcomes. This chapter also dig deeper on the policies and procedures in the allocation of stands, transparency and accountability mechanism, challenges faced by local authorities and strategies for improving service delivery in the allocation of stands by local authorities.

2.2 Theoretical Framework

Actor Network Theo importance of understanding the network of actors involved in a particular process or system. In the context of residential stands allocation, ANT highlights the role of various actors including government, land developers, local communities and individual applicants. These actors interact with utilized shaping the allocation process and outcomes. As Callon (1986) note that actors enroll and translate their interests shaping the allocation process through complex negotiations and power dynamics. For example, government agencies usually favor the low-income households to get first preference and land developers focus on profit.

ANT it also at how non-human things like technology play a role in allocating decisions. Orlikowski (2007) noted that technology can can nable and restrict access to resources and services directly influencing the outcome. Actor Network help us see the power struggles and inequalities baked into stand allocation

Furthermore, ANT highlights the potential for unintended consequences and inequalities in allocation outcomes. According to Law (1992) notes, the complexity of actor-networks can lead to unpredictable outcomes, which may perpetuate existing social and economic inequalities. For example, allocation processes may prioritize certain groups or interests over others exacerbating existing disparities. By understanding these dynamics, policymakers and practitioners can develop more effective and equitable allocation procedures.

2.3 Policies and procedures in the allocation of stands

Breaking New Ground (BNG) is a comprehensive plan for the development of sustainable human settlements and was approved by cabinet. It was then presented to the minister's council for Social Development in September 2004. BNG is a policy document that

outlines a shift away from the provision of a house to providing sustainable neighborhoods with access to social and economic facilities. Turok and Parnell (2015) argue that this policy sought to promote social cohesion by integrating housing with economic opportunities.

The Spatial Planning and Land Use Management Act (SPLUMA) of 2013 provides the legal framework for land use. Harrison (2017) emphasizes its role in promoting social justice and efficiency by making the municipality the authority of first instance. SPLUMA decentralizes power allowing local governments to manage their own land use schemes. This decentralization enables municipalities to respond to local needs and priorities fostering more inclusive and equitable land use planning (Harrison, 2017). According to Orange (2016), argues that SPLUMA focus on public participation and stakeholder engagement ensuring that local communities are involved in the planning process promoting more democratic and inclusive decision making.

According to section 25 of the Constitution notes that property rights are protected by the state and must take reasonable legislative and other measures within its available resources to foster conditions which enable citizens to gain access to land on an equitable basis. The Constitution also emphasizes the importance of public participation and consultation in land use planning and allocation. The Constitution requires that land must be allocated in a fair, transparent and equitable manner. According to Roux (2018) argues that land allocation decisions must be based on clear criteria and procedures and applicants must be treated equally and without discrimination.

2.3.1 The procedure for stand allocation

The procedure begins with the formal submission of application to a local municipality or provincial housing department. Patel (2024) argues that this stage matters most if state resources are actually going to reach the right people. The Housing Code (2009) it sets clear criteria whereby applicants must be South African citizen at least 18 years old and have gross monthly pay or income of R3.500 or below. Shisaka (2020) notes that verifying this information with the Department of Home Affairs is compulsory to stop double allocation.

Once someone is qualified, their names go to the NHNR. Turok and Pamell (2015 noted that the register was up to get rid of messy, separate municipal waiting list and replace them with one transparent data-based system. They do not just priorities based only on how long someone has waited but the system weights social vulnerability . Rubin (2025) finds out that elderly applicants, child headed households and people with disability are given the first priority. Applicants remain on the on the register until their local municipality has a housing project ready for allocation.

When a housing project funded through the Human Settlements Development Grant (HSDG) is done, the municipality start allocating people to stands. Cirolia(2025) explain that this when they pull names from NHNR and link them to surveyed plots. The municipality then send a formal letter to the chosen applicant. The beneficiary must go and inspect the stand and check if basic services are there as required by SPLUMA (2013).

The last step is making the tenure official. Royston (2023) notes that the beneficiary signs a letter of Occupation and agreement of sale. Those papers go to the Deeds Office so a title deed can be registered Huchzenmeyer (2025) argues this is the key legal moment because it is when

ownership actually shifts from the state to the individual Once the deed is registered the beneficiary gets the physical stand.

2.3.2 The Procedure for stand allocation

The first step is to determine the zoning and land-use regulations in the area, which involves contacting the local planning or zoning department to determine if the land is zoned for residential use and if there are any specific regulations or restrictions. According to Gerend (2017), zoning ordinances typically specify the types of uses that are permitted in different areas such as residential, commercial or industrial. The zoning department can provide information on the specific zoning designation of the land as well as any restrictions or requirements that may apply.

Once the zoning and land-use regulations have been determined the next step is to obtain a land survey which involves hiring a surveyor to determine the property boundaries and ensure that the land is properly defined. As noted by Kavanagh (2016), a land survey is essential in determining the property boundaries and identifying any potential issues with the land. The while point of a land survey is to show buyer exactly where their boundaries are and to highlight the potential problems with the land. This information can be used to verify the property description, resolve boundary disputes and facilitate property transactions.

After the survey applicants must submit a building permit application to the local building department including plans and specs for the house one wants to build. According to Morgan (2018), a building permit is required before commencing construction and the application process typically involves a review of the plans and specifications to ensure compliance with local building codes and regulations. The buyer must also obtain necessary approvals from various

departments, such as zoning, building and health departments. According to Mandelker (2017) argued that these approvals ensure that the proposed building complies with local regulations and standards.

Once the necessary approvals have been obtained the buyer can proceed to record the deed with the county recorder's office which involves transferring ownership of the land. According to Powell (2019), recording the deed provides a public record of the ownership of the land and helps to protect the buyer's interests. Recording the deed also helps to prevent disputes over ownership and ensures that the buyer's interest is protected. According to Harwood (2018) a recorded deed provides a clear and public record of ownership which can help prevent dispute a d litigation

2.3.4 Policies in Zimbabwe

Numerous legal measures have been introduced at the national level, local level seeking to promote public integrity in Zimbabwe. Numerous legal measures have been introduced at the national level, local level seeking to promote public integrity in Zimbabwe. The Constitution of Zimbabwe (COZ) (2013), Prevention of corruption Act, Urban Councils Act (29:15).

The Constitution of Zimbabwe (2013) is the supreme law governing local authorities. According to section 194a of the Constitution of Zimbabwe institutions, state agencies and public entities must be governed by democratic values and principles including high standards of professional ethics, efficient use of resources accountable public administration and transparency. Section 9 of the Constitution of Zimbabwe also calls upon Government to adopt

and implement policies and legislation that enhance efficiency, competence, transparency and accountability.

The Urban Councils Act (Chapter 29:15) in Zimbabwe outlines the establishment, administration and functions of urban councils. It grants councils the authority to govern and manage urban areas including land allocation, infrastructure provision and service delivery. The Act also specifies council's powers, functions and responsibilities, ensuring effective urban governance and development.

The Prevention of Corruption Act in Zimbabwe aims to combat corruption by criminalizing corrupt activities such as bribery and abuse of office. The Act established the Zimbabwe Anti-Corruption Commission (ZACC) with powers to investigate and prosecute corruption cases. It has set out penalties or punishments for those who are corrupt. It aims to strengthen transparency and accountability across the public and private sector.

The Urban Councils Act (Chapter 29:15) is the law. that runs town and city councils in Zimbabwe. It sets out what councils can do and what they are responsible for including managing land, service delivery and finances. The Act aims to promote good governance transparency and accountability in urban areas,

2.3.5 The Procedure of stand allocation in Zimbabwe

The first step in the stand allocation process is to submit an application to the relevant local authority. The application must be accompanied by required documents, including identification documents, proof of residence, and other documents as specified by the local authority. It is essential to ensure that all required documents are submitted with the application

to avoid delays or rejection. According to Mandizvidza (2017) incomplete or in accurate applications cab lead to significant delays in stand allocation process.

The local authority checks the applicant's eligibility based on the criteria set out in the local authority's bylaws and policies. This includes verifying the applicant's identity, residency status and other relevant information. The eligibility check process is not a critical step in stand allocation process but also a means of ensuring transparency and accountability. Makochekanwa (2019) argues that the local authority must ensure that the eligibility check process is fair, transparent and free from corruption

If the applicant is eligible their name is placed on a waiting list. The waiting list is typically updated annually and stands are allocated to applicants based on their position on the list. The waiting list ensures that stands are allocated in a fair and transparent manner. It ensures that stands are allocated at first come first serve basis. The waiting list is typically updated annually and stands are allocated based on their position on the list.

When a stand becomes available, the local authority allocates it to the next eligible applicant on the waiting list. The applicant is notified of the allocation and offered the stand. The notification process involves informing the applicants in writing of the allocation and providing them with details of stand including its location and size. According to Makochekanwa (2019) the allocation process must be conducted in a transparent and accountable manner to prevent corruption and ensure that stands are allocated to eligible applicants.

If the applicant accepts the offer, they are required to sign an agreement with the local authority. The agreement outlines the terms and conditions of the stand allocation, including

payment terms and development requirements. The agreement serves as a contract between the local authority a d the applicant and it provides a framework for the development and use of stand. Mandizvidza (2017) noted that the agreement typically includes provisions related to the payment of fees and development requirements. When the applicant the agreement it means that the applicant acknowledges that they have read and understood and accepted the terms and conditions of stands allocation.

The applicant is required to pay the required fees, including application fees, survey fees and stamp duty. The payment of fees is a crucial aspect of the stand allocation process. According to Mandizvidza (2017) the fees payable by applicants include application fees which cover the cost of surveying the supplicant are also required to pay duty which is a tax levied by the government on the transfer of property. According to Makochekanwa (2019) the payment of fees is an important aspect of the stand allocation process because it ensures that the local authority is able to recover the cost associated with providing services and infrastructure to the stand.

Once payment has been made, the stand is registered in the applicant's name and a title deed is issued. Registration is very important as it provides the applicant with secure title to the stand. The tittle deed serves as proof of ownership and provides the applicant with a sense of security and stability. The local authority will then update its records to reflect the new ownership and issuing a tittle dee to the applicant.

The applicant is required to develop the stand in accordance with the local authority's development guidelines and regulations. The guidelines ensure that the stand is utilized in a manner that is consistent with the local authority's development plans and that the development

is of a high standard. The local authority may also require the applicant to submit building plans and obtain approval before commencing development. According to Manyanha (2020) the local authority has a responsibility to ensure that development is carried out in accordance with the approved plans that it meets the requires standards.

2.4 Transparency and Accountability mechanism

In Ghana the allocation of land is governed by various laws and policies including the Constitution, the Lands Commission Act of 2008 and the Land Title Registration Law of 1986. As noted by Ubink (2008), these laws and policies provide a framework for land allocation that is fair, transparent and accountable. One of the key mechanisms for ensuring transparency and accountability in land allocation is the use of a land registry system. According to Abdulai (2015), the Lands Commission is responsible for maintaining a centralized database of all land holdings in the country which provides a transparent and accountable record of land ownership.

The Ghana Land Administration Project LAP is another initiative aimed at improving the transparency and accountability of land allocation in Ghana. According to Arko Adjei (2018). found out that the project made land administration in Ghana faster and more transparent. The project includes the development of a national land database which provides information on land ownership and use.

Technology has made land allocation in Ghana more open and harder to manipulate Yeboah (2020). noted that mobile app and online platforms speed up land deals and made the process less open. This has reduced corruption levels

2.4.1 Transparency and Accountability in Stand Allocation

Estonia keeps land allocation clean by running a solid public land registry. Kattel (2018) explain that the Estonian Land Board which falls under the Ministry of Economic Affairs and Communications which maintains a comprehensive cadaster and register. It gives the public live updates on land information so hat ownership and allocation are out in the open. The Estonia land register is a public online database that shows who owns what property. Kukk (2020), notes that anyone can log in and check ownership details. That opens is central to how Estonia manages land.

Technology has further reinforced transparency and accountability in land allocation. Myeong (2019) highlighted hat the Estonias e-govemance system enable efficient transparent administration

2.4.2 Zimbabwe's efforts to improve transparency and accountability in allocation procedures

Zimbabwe is trying to make land allocation more open and fairer. Due to land scarcity and demand being high local councils use waiting list to hand out stands. Chitiza (2017) found out that councils use these lists o manage who gets the land first . their priority is often based on how long someone has been on the waiting list. This approach promotes fairness and transparency in stand allocation

Zimbabwe National Human Settlements Policy (2020). The policy is meant to fix land allocation, clean up urban development and make councils more accountable by getting them to work better with the ministry of local government. Matamanda (2020) argues that rapid urbanization, weak planning and political interference created chaos in Zimbabwe urban housing sector leading to informal settlement and double allocations. ZNHSP address this issue by

enforcing planning laws and adopting integrated planning frameworks. This policy also advocates digital system to manage land records and applicant databases increasing transparency in the allocation process.

Zimbabwe National Geospatial and Space Agency (ZINGSA), the government uses geospatial mapping of identify illegal land occupations and monitor land use. This helps improve land governance over time. According to Mubaiwa (202]). geospatial mapping increases transparency by revealing regularities such as double allocations and unauthorized developments thereby limiting opportunities for land barons and corrupt officials to manipulate the system.

2.5 Challenges faced by local authorities in the allocation of stands.

a. Limited Financial Resources

Local authorities in Zimbabwe struggle to hand out stands in allocating stands due to limited financial resources. According Zinyama (2018), argued that they do not have enough money to put in roads, water or sewer lines so they cannot give stands to people who participation financial shortfall leads to a backlog of undeveloped stands and further worsen the housing shortage. As a result, local authorities struggle to deliver on their mandate undermining the overall development of urban areas.

b. Weak Governance

Weak governance also challenges local authorities in stand allocation. Marongwe (2017) argues that poor governance structures and limited institutional capacity undermine effective urban planning and land management. This results in irregularities, including allocations to

ineligible individuals and multiple allocations of the same stand. Weak governance further reduces transparency and accountability which erodes public trust in local authorities.

c. Corruption

Corruption is a big problem in stand allocation. The Zimbabwe Anti-Corruption Commission (2019) says it is everywhere officials give stands to themselves, their family and friends. That means people who actually qualify get nothing. which keeps things unfair. Corruption also robs councils of money they need for roads, water and other development.

d. Limited Capacity

Councils also struggle because they do not have enough staff and equipment. Muzvidziwa (2019) says this lack of capacity makes urban planning, land management and service delivery weak. So, stand allocation becomes slow and messy which frustrates people applying. When councils cannot monitor the process properly more shady deals slip through.

e. Ineffective Service Delivery

Ineffective service delivery is another challenge faced by local authorities in stand allocation. Chigumira (2018) notes that poor service delivery including inadequate infrastructure provision undermines the development of allocated stands. This discourages investors and developers perpetuating underdevelopment and urban decay. Ineffective service delivery also erodes public trust in local authorities further complicating the stand allocation process.

2.6 Strategies for improving service delivery in allocation of stands by local authorities

a. Implementation of the Zimbabwe Land Information Management System (ZLIMS)

The foremost strategy is the full-scale adoption of ZLIMS to replace manual, paper-based records. Chigara (2025) observed that manual registries are vulnerable to manipulation leading to double-allocation. By digitizing the stand registers local authorities can ensure that the one man one stand policy is strictly enforced. Digitization also allows for a Public Dashboard where applicants can track their status in the housing queue which Zinyama and Nhema (2024) suggest is vital for restoring public trust in municipal offices.

b. Adoption of Service First Greenfield Development

Local authorities should end the practice of pre-allocating unserviced stands. Councils allocated stands without water or sewer infrastructure which caused health crises. Chakaipa (2025) advocates for a Service-First model where Human Settlements Development Grant funds or municipal bonds finance full infrastructure installation before allocation. This complies with the National Housing Policy (2021), which states that stands are only habitable once fully serviced with water, electricity and sanitation.

c. Formalization of In-Fill Development and Density Bonuses

To address the scarcity of urban land Mpofu (2025) advocates for In-fill Development. This strategy involves identifying vacant land within existing urban boundaries often buffer zones or underutilized state land to accommodate new stands. Furthermore, Dube and Chirisa (2025) suggest that local authorities should implement Density Bonuses. By allowing developers to build multi-story residential units (flats) instead of single-story houses. Councils can allocate more housing opportunities per hectare. This strategy maximizes limited land resources and reduces the cost of providing services like roads and piping.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1. Introduction

The study utilized a research methodology designed to collect data from participants to obtain varied responses, which aided in the subsequent presentation of findings. In this chapter, a qualitative research approach was employed because it offered a descriptive way of gathering data. The research process considered the case study design, sampling techniques, and sample size. Additionally, the target population and study site were key concepts taken into account. Data collection included semi-structured interviews and key informant interviews. Furthermore, ethical considerations, thematic data analysis, and measures of trustworthiness provided guidance to the researcher throughout the research process.

3.2. Research Philosophy

Research philosophy was a vital component of this study, as it supported the use of non-numeric and descriptive data. The researcher adopted interpretivism, a philosophy that prioritized the lived experiences and social realities of participants (Schwandt, 2000). Interpretivism entailed the interpretation of information from participants in numerous ways, fostering communication to obtain varied responses. According to Thornhill (2019), individuals were treated as the unit of analysis; they were viewed as rational, calculative beings who attached meaning to social actions. Their views were prioritized during data collection, supported by informed consent and voluntary participation.

3.3. Research Approach

The study utilized qualitative research as the primary approach. Creswell (2018) viewed qualitative methodology as focused on descriptive data built around the experiences of participants and their views of the world to understand multiple realities. This helped the participants and the researcher understand each other through descriptive information. According to McLeod (2023), qualitative research was a process involving the gathering, evaluating, and interpreting of non-numerical data, which assisted in analyzing the study's findings.

3.4. Research Design

A case study was adopted as the research design for the study of stand allocation by local authorities. This design captured the experiences of people by providing information that guided the researcher throughout the process. According to Yin (2018), case studies enabled an in-depth analysis of individual cases or clusters within their real-life contexts. Through this design, participants shared their experiences and reflections, providing valuable contexts that better informed an understanding of their challenges.

3.5. Target Population

The target population was the group selected to participate in the research process. Creswell (2014) defined a target population as a group of people who shared common characteristics that a researcher could identify. In this study, the target population provided a framework for the proper selection of participants, ensuring the collection of descriptive information from relevant individuals.

3.6. Study Setting

The study setting was selected to facilitate data collection from participants in nearby areas. This setting provided the researcher with demographic data that was considered during the study. Bindura District served as the specific study setting for this research.

3.7. Sample Size and Sampling Method

The study focused on selected participants based on a determined sample size. Flick (2011) viewed sample size as the total number of subjects in a study, while Aguila and Gonzalez (2014) noted it was the estimated number of participants needed to meet research objectives. Following Saunders (2016), the sample size was determined by the process of data saturation. A total of 12 participants were considered for the study on the allocation of stands.

3.7.1. Purposive Sampling

Purposive sampling was one of the techniques considered during the research process. Chikozho (2021) pointed out that this method facilitated the selection of participants with special qualities pertinent to the study. According to Babbie (2017), purposive sampling was a non-probability technique used when the population was specific or difficult to identify. Participants were selected based on the purpose of the study, which aided in the meaningful interpretation of data.

3.7.2. Snowball Sampling

Snowball sampling was also used in the study of stand allocation. This technique allowed the researcher to gain valuable insights into the perspectives of people through referrals (Naderifar, 2017). It enabled the researcher to build trust and rapport, leading to a more comprehensive understanding of the needs of the population.

3.8. Data Sources

3.8.1. Primary Sources of Data

Primary data was utilized and collected through key informant and semi-structured interview guides. This method, supported by Bryman (2021), enabled the collection of data essential for discerning connections in participants' experiences. According to Moyo (2023), these guides allowed participants to articulate personal viewpoints regarding the difficulties of stand distribution.

3.8.2. Secondary Sources of Data

Secondary sources were considered to complement primary findings. Andersen et al. (2011) defined secondary data as information primarily collected for one purpose that could meet other research objectives. Its use minimized ethical issues and permitted access to large datasets. As Fetters et al. (2020) noted, secondary data furnished crucial context for the primary data, facilitating a thorough study of the subject.

3.9. Data Collection Tools

3.9.1. Semi-structured Interviews

Semi-structured interviews were utilized to enhance qualitative data collection. These enabled participants to articulate their experiences regarding stand allocation (Moyo, 2023). The flexibility of these interviews helped the researcher modify questions based on the flow of conversation (Chikozho, 2021). Robin and Babbie (2017) noted that interviews helped build relationships and gain candid responses.

3.9.2. Key Informant Interviews

Key informant interviews were used to collect data from individuals with specialized knowledge or experience. These participants were selected because their positions gave them direct experience with key areas of the work.

The researcher conducted a pilot study to test the feasibility of the research design and instruments. Bryman (2021) stated that this initial step helped identify issues with research instruments, allowing for necessary changes. Mason (2020) suggested that findings from the pilot improved the clarity and relevance of interview guides.

3.10. Validity and Reliability

Validity and reliability were essential for ensuring the trustworthiness of study findings. According to DeVellis (2021) and Bryman (2021), validity referred to the accuracy of an instrument while reliability related to its consistency. Research instruments were reviewed by field experts. According to Mugenda and Mugenda (2020), reliability was enhanced by using validated interview guides and training data collectors to ensure consistency.

3.11. Ethical Considerations

Ethical rules and procedures provided the procedures for data collection. Liamputong (2020) noted that these ethics directed the researcher's professional activities.

Seeking Permission: The researcher sought permission to inform the community about the study's purpose. A research letter from the University provided identity and fostered good relationships. Gatekeepers were informed to ensure a smooth flow of data collection.

Confidentiality: This ethic was followed to protect privacy. Names were not mentioned, helping to build trust.

Informed Consent: Participants were informed about the research's purpose and the value of their information to ensure voluntary and valid participation.

3.12. Chapter Summary

This chapter focused on the research methodology suited for the study, including the approach, design, sampling techniques, and setting. It detailed qualitative tools such as key informant and semi-structured interviews. Concepts like target population, sample size, and ethical considerations were addressed to guide the researcher in collecting information from participants.

CHAPTER FOUR

4.0 DATA PRESENTATION, ANALYSIS AND DISCUSSION OF FINDINGS

4.1 Introduction

The chapter analysis the researcher's data analysis, presentation and discussion of findings gained in Bindura Municipality on the assessment of residential stands allocation procedures in local authorities in Zimbabwe. Case study of Bindura Municipality. Data was acquired through interviews. Tables and graphs are used to present the findings. Each and every participant was given time to respond fully and appropriately.

4.2 Demographic characteristics of participants by gender and roles.

Participant category	**Number of Participants**	**Gender**	
		M	**F**
Housing Administration officer	**2**	**1**	**1**
Housing Clerks	**8**	**3**	**5**
Councilor	**1**	**1**	**0**
Estate officer	**1**	**1**	**0**
Director of housing	**1**	**1**	**0**
Secretary	**2**	**1**	**1**
Successful Applicants	**5**	**3**	**2**

4.3 Policies and procedures guiding residential stands allocation in local authorities.

The provision of affordable housing is always a challenge for local authorities in Zimbabwe Government has out in place policies to guide how residential stands are allocated with the aim of making housing more accessible to all. Participants explained that Local authorities in Zimbabwe are guided by urban council Act and their housing policy.

4.3.1 Urban Council Act

The Urban Council Act is a legislation that governs the operations of local authorities in Zimbabwe including their role in residential stands allocation. The Act provides a framework for local authorities to manage urban development including the provision of housing and infrastructure. The Urban Council Act empowers local authorities to acquire, develop and allocate land for housing purposes. The Urban Council Act pushes for transparency and fairness when giving out stands. It says every applicant should get a fair chance at affordable housing. The Act gives councils clear rules to follow. This helps towns grow in an organized way and makes life better for residents.

One of the participants said that:

"The Urban Council Act guides us on how to manage towns and give out residential stands. It is not always easy but we work hard to make the process fair and open. Everyone should have an equal chance at affordable housing so we try to make sure our procedures are clear and we actually follow them."

Another participant mentioned that:

'*We have put in place measures to ensure transparency like advertising available stands and having a clear vetting process. However, the demand for affordable housing is huge and we can't meet it alone. We need more resources and support from the government and other stakeholders. We are doing our best with what we have though.'*

Another participant said that:

"The Urban Council Act provides the regulatory framework but implementation depends on people. Although effective systems exist human and corruption remain risks. Efforts are underway to strengthen processes and enhance community involvement."

4.3.2 Housing Policy

The Housing Policy in Zimbabwe aims to address national housing needs by promoting affordable and accessible housing for all. It directs local authorities to take proactive measures, including advertising available stands, vetting applicants, and prioritizing vulnerable groups in housing allocation. Recognizing herrorousing as a fundamental human right. The policy seeks to ensure all citizens can access decent and affordable housing. To achieve this, it promotes partnerships between government, local authorities, and developers to increase housing delivery. The policy also encourages public-private partnerships to finance projects and expand affordable housing options. By prioritizing vulnerable groups such as people with disabilities and low-income households the policy addresses the needs of marginalized communities and advances social equity.

The Housing Policy stresses community participation in the allocation process. Local authorities are urged to engage residents and include them in decisions about housing allocation. This approach ensures that housing policies and programs address specific community needs, leading to more effective and sustainable outcomes. The policy also highlights transparency and accountability, requiring clear, publicly available criteria for allocating residential stands. By promoting transparency and accountability the policy aims to reduce corruption and ensure that housing is allocated fairly and efficiently.

The Urban Council Act and the Housing Policy guide councils how to make housing cheaper and easier to get in Zimbabwe. Both focus on being open, fair and involving the community. The goal is to fix the housing shortage and make things more equal for everyone.

One of the housing clerks said that:

'we perform vetting process so that we could see which candidate is strong enough to take the stand. The director of housing is the one who conduct the interviews. When stands are advertised there would be many candidates but due to vetting not all of them would be picked.'

Another participant said that:

'*Last year we hosted National Disability Expo which took place at Chipadze Stadium. We were focusing on disability empowerment and inclusion with the theme "accelerating the*

attainment of vision 2030 disability empowerment targets for enhanced inclusive sustainable development". As a council we gave stands to ten people living with disability'

The Urban Council Act and the Housing Policy provide a framework for local authorities in Zimbabwe to promote affordable and accessible housing for all. By emphasizing transparency, fairness and community participation. These policies aim to address the country's housing needs and promote social equity.

4.4 Transparency and Accountability mechanism in the allocation of stands

Bindura Municipality is working to ensure that everyone has a fair chance to access residential stands without feeling left out. To achieve this, they have implemented a transparent and fair allocation process as indicated by the participants. Bindura municipality advertises available stands in newspapers, on notice boards and through mass messages to reach a wide audience. This ensures that everyone is aware of the available stands and can apply.

4.4.1 Promoting Fair Access

Bindura Municipality is working to ensure equal access to residential stands for all residents. Officials say they are making efforts to prevent anyone from feeling excluded or disadvantaged during allocation. This is part of building a more inclusive community where land ownership is possible for everyone.

4.4.2 Transparent Allocation Process

The municipality has introduced a transparent and fair stand allocation process. Officials are open about the criteria used to select beneficiaries and work to prevent bias in decision-making.

This transparency builds community trust by demonstrating that the allocation process is legitimate and equitable.

4.4.3 Wide Reach Advertising

Bindura Municipality advertises available stands in a few different ways to make sure everyone hears about them. They use newspapers to reach more people, put notices on public boards, and send mass messages to keep residents informed. This helps them reach as many people as possible so anyone who's interested gets the information.

One of the participants mentioned that:

'*Last year in November the municipality recently advertised available residential stands in the local newspaper. These stands were located in the low-density areas and over 100 people applied.*'

Applicants are required to complete an application form. This will promote fairness in stand allocation process. The forms are then processed and applicants are placed on a waiting list. The municipality prioritizes applicants who have been on the waiting list the longest. When stands become available they notify the applicants on the waiting list via mass messages and ask them to bring their documentation to start the process. In cases where demand exceeds supply the municipality conducts a bidding process. Interested buyers submit their bids with the price they are willing to pay and the one with the highest bid wins.

One of the housing clerks said that:

'*We had a list of over 100 applicants waiting for residential stands and we were able to allocate 20 stands to those who had been waiting the longest.'*

Director of housing mentioned that:

'We ensure transparency through adverts and we always make sure we publish allocation list on our notice boards. Most of the time we end up having more people in need of those advertised stands, we perform bidding process whereby interested buyers submit their bids with the price they are willing to pay. The one who have larger amount wins.'

One of the housing clerks said that:

'When stands are readily available, we go through our waiting list and we notify those who got on the waiting list first. We send mass messages to them so that they could bring their documentation so that they could start the process.'

Residents also expressed on the issues of transparency and accountability. The emphasized that due to the council's behavior of notifying and conducting meetings with local people this made participants happy and able to rely with their municipality. This interaction contributed sense of trust and openness, as residents felt informed and involved. However, despite these efforts some applicants still have concerns about transparency.

One of the applicants noted that:

'*As a council they can do much better than what they are already doing. They must try by all means to ensure that everyone is involved in these meetings they organize. Their*

announcements must reach every ward because most of the time these meetings do not reach some of the areas. Less than 200 people attend these meetings.'

Another applicant said that:

'*There are some of the residents who do not have any access to technology. As a municipality they need to post flayers everywhere notifying residents on the upcoming meetings.'*

Another applicant said that:

'Whenever they are changes on prices or anything, they always make sure they notify us as residents so that we would not he surprised. They always update their notice board so that it stays updated.'

Residents have also highlighted their concerns on the issue of transparency of residential stand allocation in Bindura Municipality. The results were in mixed feedback from applicants. While the council's efforts to notify and conduct meetings with local people have fostered trust and openness.

As one applicant noted that:

'The council can improve by ensuring everyone is involved in meetings and announcements must reach every ward. Another applicant highlighted the need for traditional methods like flyers to reach residents without access to technology.'

The process of applying is fair and everyone have to take the same steps of applying. Some of the residents complained that there are some occasions whereby they believe decisions were

influenced by personal connections. Some had to even bribe the clerks so that they could get their applications processed fast.

One of the participants mentioned that:

'I had to pay one of the housing clerks to process my forms fast. I waited to 3 days and received a call being informed that my application was approve. Corruption works all the time in the municipality. Therefore, the process is not fair because if they need money to get the application to be approved fast, some will be disadvantaged because not everyone can afford to bribe.'

Another participant said that:

'The procedure and process of applying for a stand is fair because they always respond if there is any anything that comes up. As for me they called when my application was successful.'

Some of the applicants highlighted about fairness of the residential stand allocation process in Bindura. Some residents perceiving it as fair and others viewing it as corrupt and biased. While the municipality's efforts to communicate available land and update notice boards have contributed to a sense of fairness. Allegations of nepotism and bribery have undermined trust in the process.

Furthermore, the council should acknowledge that transparency is not uniform across communities. Since different communities have distinct needs and preferences, communication strategies must be adapted accordingly. For instance, some residents prefer in-person interactions while others rely on digital platforms. By adopting a flexible and inclusive approach

the council can promote transparency, build trust and ensure the allocation of residential stands is fair and equitable.

4.5 Challenges being faced by local authority in residential stand allocation

4.5.1 Land Scarcity

As housing department, they face significant challenges in managing housing and land allocation. Participants mentioned that one of the challenges they face is scarcity of available land for development. This issue lead to housing shortages, exacerbating the already pressing demand for affordable housing. As a result, the existing infrastructure comes under increased pressure which leads to straining resources such as water. The scarcity of land also drives up property prices making it more difficult for the low-income households to have access to housing.

4.5.2 Outdated filing system

Participants mentioned that their filing system is very poor and outdated system. This leads to difficulties in tracking allocations, payments and other important documents. The lack of a modernized system results in inefficiencies, delays and errors. This will affect the department's ability to provide quality services to residents. The filing system they have is very challenging when it comes on looking for files because they are so many and sometimes, they are not properly arranged which make it difficult to find a client’s file.

4.5.3Double allocation

Double allocation of stands is another issue they raised. This is when the same stand is allocated to multiple parties leading to conflicts. Double allocation is usually caused by poor

record keeping and outdated filing system and human errors. When double allocation occurs, it can have far reaching consequences including court battles, damage to property and erosion of trust in the housing department.

One of the housing clerks said that:

'Our filing system is very poor and outdated. Most of the time we end up losing residents files and which is not good for them because they will be losing important documents like the affidavits and land ownership papers. We are also scared if an emergency occurs whereby there is fire outbreak because it could destroy everything they have. '

Another housing clerk also said that:

'It is difficult to look for files because their arrangements are very tough and the files are so many. Some of the stand files have missing forms and it will be our fault because we are the ones who keep residents' files.'

One of the participants mentioned that:

' I recall a particular challenge where double allocation occurred due to outdated records and pressure on limited land. There was a case which happened in 2007 whereby a businessman was allocated a stand for a service station but it was previously allocated to someone else in 2005.'

Applicants highlighted that they faced several challenges when they applied for residential stands. Some mentioned that they were delays. Many applicants had to wait for a month without receiving any updates on the status of their application. These delays were caused

by lack of sufficient resources and outdated manual system. Most of the applicants complained about the services which they received. They mentioned that sometimes they will be one clerk serving clients which is very time consuming because only 1 client can vet serviced for 30 minutes yet they will be long queue outside.

Another challenge mentioned by participants was lack of feedback on application status. Most of the residents felt like the municipality is leaving them in darkness unsure of whether their applications were processed of had been rejected. This lack of trust led the applicants in losing their trust and they felt like the process was unfair because some clients received their responses early due to nepotism. The application process takes long time to be responded because the form has several offices that need to sign that application so that it can be approved.

One of the participants mentioned that:

'I had to wait and hour so that I could be served. There was only one housing clerks serving clients. They have only one working computer which they use to type agreements of sale and cessions. I had to wait for 2 months to get my agreement of sale form.'

Another participant noted that:

My stand file went missing in their storage where they keep files. I got do frustrated and angry but I could not do anything but to wait for 5 days before they found my file.'

One of the participants said that:

'The application forms first they had to be signed by the town clerk and chamber secretary. Town clerk and chamber secretary, they are very busy people they do not have whole day to

process the application forms because they have meetings to attend to all the time. I had to wait 2 months to receive my reply from the municipality '

The challenges faced by applicants for residential stands highlight the need for improvement in the application process. Delays, no feedback and slow systems frustrated applicants and made them lose trust. The manual process and lack of resources made things worse. Some people waited months without hearing anything about their applications.

The lack of feedback and communication from the municipality made the situation worse leading to perceptions of unfairness and nepotism. This study highlights the need for the municipality to address these challenges by investing in modernized systems, improving communication and increasing transparency. By doing so they can improve the efficiency and fairness of the application process restoring trust among applicants.

4.6 Recommendations that can be made to improve the residential stands allocation

The participants mentioned that the implementation of a computerized system to keep track of land allocation is important because it can help in being transparency in the housing department. Housing clerks can efficiently manage and monitor land allocation which will reduce the likelihood of errors and corruption. This will increase trust in the system and process. When people see that the system is fair and transparent, they will have confidence in the government's ability to manage land allocation

4.6.1 Increasing public participation

Increasing public participation is also essential in ensuring that community needs are met. Engaging with the community and involving them in the decision-making process. This can

gain a better understanding of the community requirements. This helps to ensure that housing policies and programs are meeting the specific needs of the community leading to more effective and sustainable outcomes.

Another participant said that:

Officials said public participation is crucial for the municipality. By engaging with residents, they get direct information about community needs and priorities. One official gave an example: the council might think an area needs more stands, but residents say they need schools or healthcare facilities instead.

One of the participants noted that:

'*We engage in meeting with community members about what they need, this can Help Us know if we doing the right thing.*'

Another participant said that:

'Engaging with community builds trust and accountability. When people feel heard they are more likely to support our initiatives and even volunteer their time or resources to make them happen.'

4.6.2 technology improve the allocation process

Participants in the study expressed that having technology in the residential stand allocation procedures has the potential to revolutionize the way housing department operates. They will be able to implement an online application and tracking system. This would enable

applicants to submit their applications remotely eliminating the need for physical queues and paperwork. This also help in reducing delays as applicants would be able to track the status of their applications and follow ups.

One of the participants mentioned that:

'*Technology can reduce the unnecessary process and it reduces labor. We always have challenges of long queues of people waiting to be saved. Sometimes we end up working long hours than required."*

In addition, technology can also enhance communication between the housing department and applicants. Having automated notifications and updates can keep applicants informed about the status of the applications reducing the need for physical visits. This can save time and resources and improve the overall experience of applicants. Technology can also reduce the role of human discretion which is often a source of corruption. Allocations would be based on clear criteria reducing the risk of favoritism and nepotism.

One of the participants said that:

'*Advanced technology can stop nepotism because everything that is needed to be done will be computerized. Most of the time some of the people who know me come and ask for favors so they their files are processed fast. This is an unfair practice which need to come to an end. However, with digital information and procedures one can apply and process his or her papers online without asking any favors from anyone.'*

The integration of technology in residential stand allocation procedures has the potential to revolutionize the way housing departments operate as expressed by participants in the study. According to Charisa (2014) and Kamete (2013), technology can improve accountability, efficiency and transparency in urban governance. Technology can reduce the unnecessary process and it reduces labor.

Technology can also enhance communication between the housing department and applicants keeping them informed about the status of their applications and reducing the need for physical visits. Furthermore, technology can reduce the role of human discretion which is often a source of corruption by basing allocations on clear criteria and reducing the risk of favoritism and nepotism.

4.6.3 Land Acquisition and Development Strategy

To address land scarcity the municipality should prioritize acquiring and developing new land for housing. This can be achieved through partnerships with private developers and other stakeholders to identify and prepare new areas for residential development.

One of the participants mentioned that:

'We are actively working on the issue of land scarcity. We are exploring partnerships with private developers and other stake holders to identify and develop new areas for residential development. Some of our developers in here in Bindura is E. Pfugari Properties. It offers low residential stands near ZEGU University and high-density residential stand in Brockdale area.'

4.6.4 Digitalization of Records Management

The outdated filing system is a major contributor to the inefficiencies and delays in the housing allocation process. To address this participant mentioned that the municipality should invest in a modernized digital filing system that allows for easy tracking and management of applications, payments and documents. The new system should be accessible to all relevant staff and include strong security features to prevent data loss or corruption. To support a smooth transition the municipality should provide staff training to ensure optimal use of the system. Modernizing the filing system would significantly reduce errors, delays and inefficiencies thereby improving overall service delivery to residents.

One of the participants said that:

'A digital filing system would be a great change for us. We will be able to track applications, payments and documents with just a few clicks. It would save us so much time and reduce the stress of dealing with disgruntled residents.'

Another participant said that:

'I have seen how digital systems have transformed other departments and it is amazing. We would be able to work more efficiently and residents would get better service. Plus, with security measures we would have peace of mind knowing our data is safe.'

4.6.5 Improvements seen in the residential stand allocation process

Most of the applicants mentioned that they have noticed some in the municipality allocation process. The municipality publishes public notices about available stands in the local newspapers and on their website. These notifications show that the municipality is exercising it's

right to inform the public on the available land. Though the competition would be tough because there will be lot of people competition for that land.

One of the participants said that: improvements

'In 2022 the Bindura Municipality allocated 500 residential stands in a new development and over 90% of applicants felt informed about the process.'

Another applicant noted that

'*The municipality organize meeting with wards so that they can update us on the current issues taking place at our area. In ward 2 we were invited by the municipality and councilor to a meeting whereby we were being told about the new budget of council of 2025.'*

The municipality's efforts to engage with the community through ward meetings have been appreciated by residents. As one participant noted, "In 2022 the Bindura Municipality allocated 500 residential stands in a new development and over 90% of applicants felt informed about the process." Th improvements demonstrate the municipality's commitment to transparency and accountability which is essential for good governance. However, there is still room for improvement particularly in addressing the challenges faced by applicants and ensuring that the process is fair and equitable for all.

This study highlights the importance of continued engagement and communication between the municipality and residents. By building on these improvements the municipality can further enhance the residential stand allocation process and improve the overall quality of life for residents.

4.7 Chapter Summary

This section analyzed the research findings systematically in relation to the study objectives. Data was presented using tables and thematic narratives for clarity. Key findings include: The local authority is guided by the Urban Council Act and its housing policy, which prioritize affordable housing and vulnerable groups. Transparency is maintained through advertising stands, vetting applicants, and publishing allocation lists. Despite this, challenges such as land scarcity, outdated filing systems, and double allocations persist. These issues contribute to inefficiencies, corruption, and community mistrust. Technology was identified as a potential solution to enhance transparency, efficiency, and communication. Recommendations included computerized systems, online applications, and digital databases to track allocations. Residents reported mixed experiences with the allocation process, citing delays, poor service, and lack of feedback. While the municipality's community engagement efforts were viewed positively, concerns about transparency and fairness remain. The findings underscore the need for ongoing improvements in transparency, accountability, and community engagement to ensure equitable access to residential stands in Bindura

CHAPTER FIVE

5.0 SUMMARY, CONCLUSIONS, RECOMMENDATIONS AND AREAS FOR FURTHER RESEARCH

5.1 Introduction

This chapter presents the research findings, highlighting conclusions and makes recommendations about the research topic. The findings were based on the data collected using key informant interview guides and focus group discussions. The study topic was an assessment

of residential stand allocation procedures in local authorities in Zimbabwe. Case study of Bindura Municipality.

5.2 Summary

Chapter one, it focuses on the introduction and the background of the study. It also discusses on the purpose of the study, statement of the problem, objectives of the study, research questions, limitations and delimitations of the study. This chapter also highlighted the dissertation outline and definition of key terms.

Chapter two, this chapter looks at the theoretical framework and literature review that guides the study. This chapter contains the literature and texts that are related to the assessment of residential stands allocation procedures in local authorities. A case study of Bindura Municipality. The researcher uses Actor Network Theory. Actor Network Theory can be used to come with holistic results on issues faced by local authorities during their allocation procedures.

Chapter three focuses on the research philosophy, research designs, data collection methods, sampling techniques and other data presentation methods that were used to conduct the study. This chapter also described and explained how data and research information were gathered. Qualitative design was chosen because it allows for a rich and detailed understanding of an occurrence in the assessment of residential stands allocation procedures in local authorities in Zimbabwe.

In chapter four the study findings were presented, analyzed and discussed. The majority of the data presented through graphs, pie charts, pictures, conversions and analysis. The findings

showed the challenges being faced by local authorities, the existing policies and procedures guiding residential stands allocation, transparency and accountability and recommendations.

Chapter five , this is the final chapter which comprises the summary, conclusion and recommendations of the whole study. It also contains conclusions highlighting the objectives and the literature.

5.3 Conclusion

The following conclusions were drawn from research objectives.

1. To examine the existing policies and procedures guiding residential stands allocation in local authorities in Zimbabwe

Numerous legal measures have been introduced at the national level and local level seeking to promote public integrity in Zimbabwe. The Constitution of Zimbabwe (COZ) (2013), Prevention of corruption Act and Urban Councils Act (29:15). The Constitution of Zimbabwe (2013) is the supreme law governing local authorities. According to section 194a of the Constitution of Zimbabwe institutions state agencies and public entities must be governed by democratic values and principles including high standards of professional ethics, efficient use of resources, accountable public administration and transparency. The Urban Councils Act (Chapter 29:15) in Zimbabwe outlines the establishment, administration and functions of urban councils. It grants councils the authority to govern and manage urban areas including land allocation, infrastructure provision and service delivery. The Act also specifies council's powers, functions and responsibilities, ensuring effective urban governance and development.

2. To assess the level of transparency and accountability in the allocation process.

In Zimbabwe, efforts have been made to improve transparency and accountability in land allocation including the use of waiting lists to manage high demand amid limited land availability. The Zimbabwe National Human Settlements Policy aims to streamline land allocation, promote orderly urban development and enhance accountability. It seeks to address issues such as informal settlements and double allocations, which result from rapid urbanization, poor planning, and political interference.

3. To identify challenges and limitations faced by local authorities in allocating residential stands.

Local authorities in Zimbabwe face significant challenges in allocating stands, including limited financial resources, weak governance, corruption, limited capacity, and ineffective service delivery. Inadequate funding constrains infrastructure development, resulting in a backlog of undeveloped stands and worsening the housing shortage. Weak governance and poor institutional capacity hinder effective urban planning, leading to irregularities and reduced transparency and accountability. Corruption remains pervasive, with officials allocating stands to themselves, family members, or friends, thereby excluding deserving applicants and perpetuating inequality. Limited capacity and ineffective service delivery further compromise the allocation process, causing delays, frustration and underdevelopment.

4. To propose recommendations for improving the allocation process.

To improve stand allocation, local authorities can implement the Zimbabwe Land Information Management System (ZLIMS) to digitize records and prevent manipulation. Adopting a Service First model, where infrastructure is installed before allocation, can ensure that stands

are habitable upon allocation. Additionally, in fill development and density bonuses can maximize land use by permitting multi-story units, thereby reducing servicing costs. These strategies can enhance transparency, efficiency, and housing delivery.

4.5 Challenges being faced by local authority in residential stand allocation

Local authorities in Zimbabwe should prioritize implementing computerized systems to digitize records and reduce corruption. This requires investment in modern technology and training officials in digital systems and transparency practices. Additionally, local authorities should increase public participation by engaging communities and involving them in decision making processes through regular meetings, surveys and public awareness campaigns. Furthermore, clear guidelines and criteria for stand allocation should be established to ensure a fair, transparent and equitable process. Implementing these measures would enhance transparency, accountability, and community trust in stand allocation.

Residents of Bindura should take an active role in ensuring transparency and accountability in the residential stand allocation process. This can be achieved by attending community meetings and public hearings. They can provide input and feedback on the allocation process. Residents should also demand clear information on available stands and procedures and report any instances of corruption or irregularities to the relevant authorities. Additionally, residents should support and participate in initiatives that promote transparency and accountability such as public awareness campaigns and community monitoring programs. By doing so residents can contribute to a fair and equitable stand allocation process that benefits the community as a whole.

Areas for further research

The aim of this research is to assess the residential stand allocation procedures in local authorities in Zimbabwe. Other researchers may find the challenges faced by local authorities during budget adoption in Zimbabwe. Other researchers may also look at effects of poor management by local authorities in service delivery

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Apendices

Participant consent form

I am Memory Kutsakarira, a final-year student at Bindura University of Science Education. I am conducting a research entititled: Assessment of residential stands allocation procedures in local authorities in Zimbabwe: A case study of Bindura Municipality. I humbly ask you to participate in this research by sharing your experiences. Your participation will involve answering questions about your involvement with the residential stands allocation process.

Please note that your responses will be kept private and confidential and no personal information will be shared or used to identify you. The data collected will be used solely for academic purposes and will only be accessed by the researcher. Your participation is voluntary and you can withdraw at any time. By participating you indicate your willingness to answer questions honestly. If you have any questions or concerns please do not hesitate to ask.

Key informant interview guide

HOUSING OFFICERS , HOUSING ADMINISTRATION OFFICER , DIRECTOR OF HOUSING , WARD COUNCILLORS, ESTATE OFFICER

Interview questions

1 What are the existing policies and procedures guiding residential stands allocation in your local authorities ?

2 How does your local authority ensure transparency and accountability in the allocation process ?

3 What are the major challenges being faced by your local authority in residential stand allocation ?

4 What recommendations that can be made to improve the residential stands allocation?

5 How can technology improve the allocation process?

Focus group discussions (residents)

1 what was your experience with applying for a residential stand in Bindura ?

2 How would you rate the level of transparency of the allocation process ?

3 What challenges did you face and how were they addressed ?

4 Do you feel the process is fair? Why or why not ?

5 Have you seen any improvements in the residential stands' allocation process


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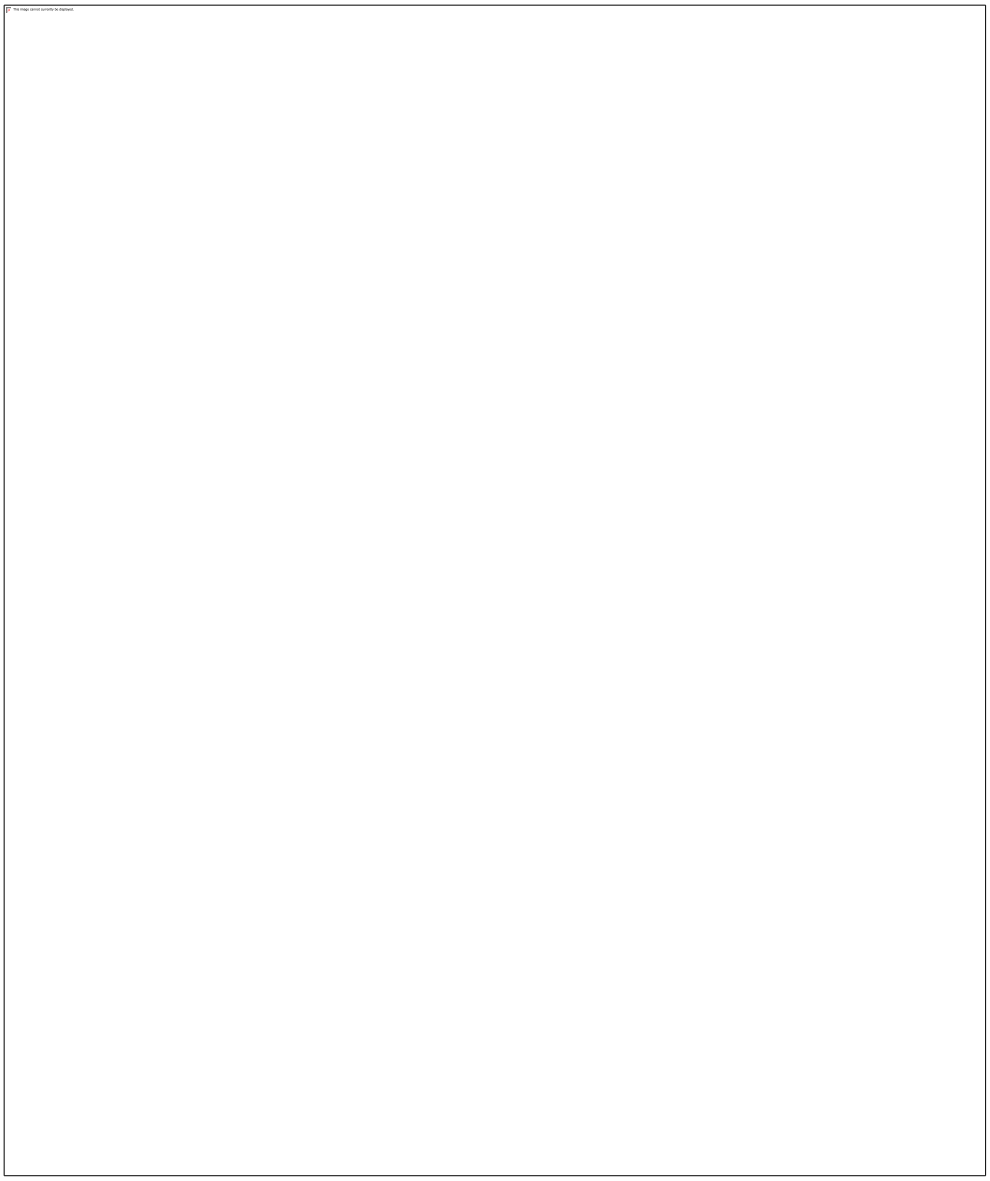
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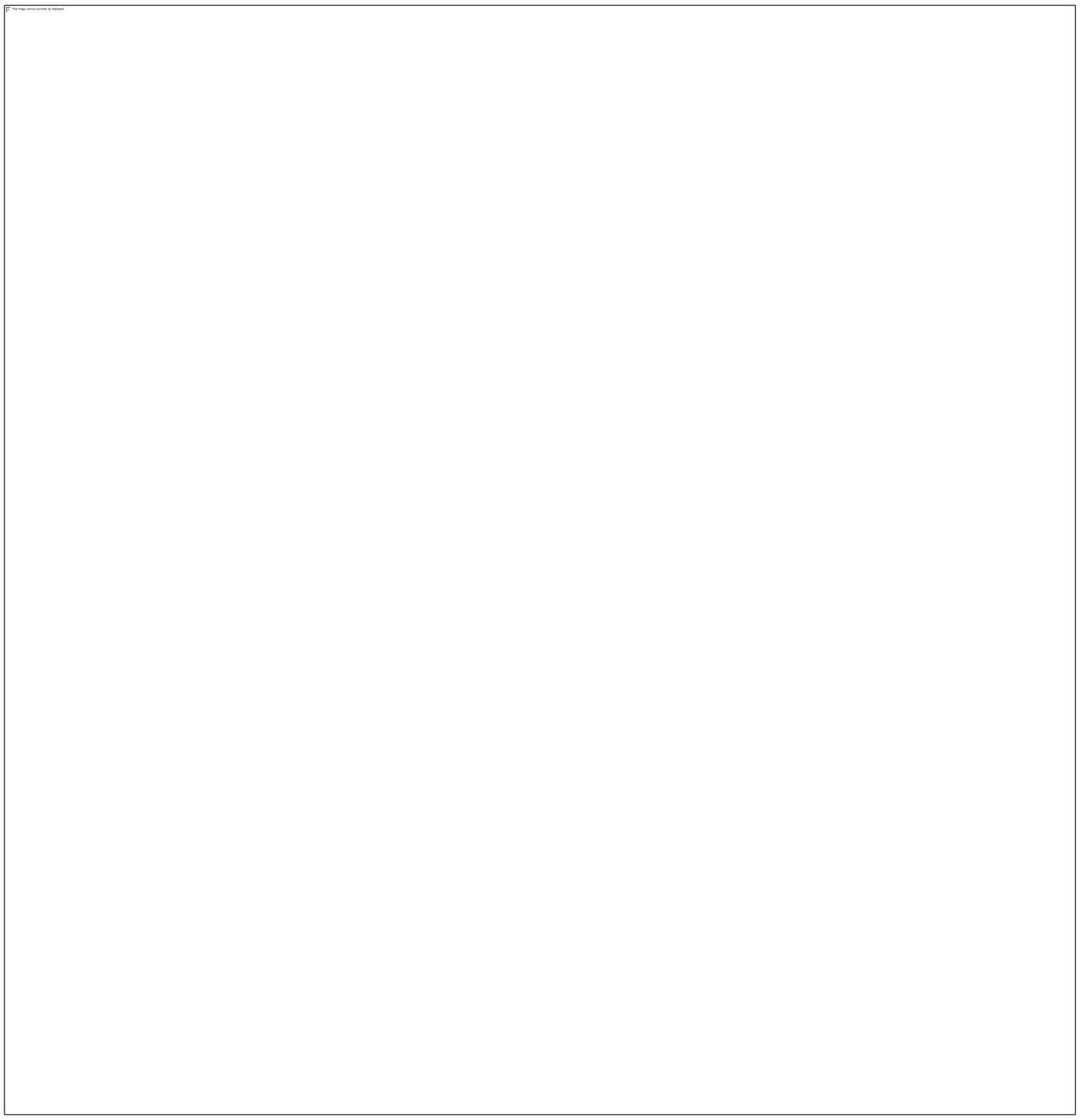
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